

## Access to Clearinghouse

In order to get access to Clearinghouse you must first be assigned an OCA number. If you do not have an OCA number, you must be assigned one by your appropriate regulating agency.

If you are child care facility your OCA number will be assigned by Child Care Regulation.

After you have an OCA number you must register for your Clearinghouse user account, by following the instructions below.

**Instructions to register** (complete user instruction guide with screen shots at <http://www.dcf.state.fl.us/programs/backgroundscreening/clearinghouse/>):

1. Click [this link](#) to open your browser to the AHCA Portal
2. Click on the link for 'New User Registration'
3. Check the box for user Authorization and click 'Continue' button
4. Fill out the information fields to create your account
  - a. Important: the email you enter on this page will be used for all future user account notifications and background screening notifications
  - b. Write down your password and security question and answer. They cannot be retrieved if you forget them. You will have to create another account.
5. Click the 'Register' button
6. Click the 'Return to Login' button on the next screen
7. Log in using the username and password you created
8. Select 'Department of Children and Families' from the 'select program' drop down list and click 'Request Program Access'
9. Select 'Provider' from the 'role' drop down list
10. Select your provider type from the 'provider type' drop down list
11. Begin typing the name of the provider name one letter at a time
12. Select it from the list when it appears and be sure your OCA number matches
13. Click 'Add Provider' button
14. Repeat steps 10-12 for additional providers you represent, if applicable
15. Click 'Submit Request and Generate User Agreement'
16. Review the user registration agreement that opens in the next window
17. Print the agreement by clicking the 'here' link in the upper right hand corner of the window under your email and user ID
18. Sign the agreement as the user and have your owner/provider sign it as well.

a. The agreement must be signed on both lines and be accompanied by a government issued ID in order to be approved.

b. If you are the provider, then be sure to sign both lines.

19. Send the agreement and a copy of your driver's license or state-issued photo ID to DCF in one of the following ways:

**Mail To:**

Office of Background Screening  
1317 Winewood Blvd.  
Building 6, Room 361  
Tallahassee, FL 32399

**Scan and E-Mail To:**

[background.screening@myflfamilies.com](mailto:background.screening@myflfamilies.com)  
Subject Line: BGS User Agreement

**Fax To:**

(850) 487-6088

**Important Note for the Registration Process:**

DCF will finalize your registration for the Clearinghouse Results Portal. You will **receive an email when your registration is complete** with a link to the Clearinghouse Results Portal.

You may begin using the Clearinghouse Results Portal to search for applicants, initiate screenings, and check eligibility determinations when you receive the **registration approval email**, you will not have access until you are approved.

- If you register for another account because you forgot your username or password, you MUST send in another user agreement in order to be approved again.
- You must register for an OCA that was assigned specifically to you, do not use generic OCA numbers, you will not be approved.

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| <p><b>Q: I requested a new user registration, and sent in my ID and requested forms, but I still have not been approved.</b></p>  | <p>A: The user agreement must be signed by both the user and provider and accompanied by a government issued ID, in order to be approved. The agreement must be sent in to Background Screening and you will be informed when your access has been granted via email.</p> |
| <p><b>Q: Can we revise the information from the original submission? Our facility was closed for 10 months for renovation</b></p> | <p>A: You will need to create a new account for your new OCA number. You may not share login information or alter any information on the agreement. Any changes must be done by your regulating agency.</p>   |

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| <p><b>and when we reopened we were given a new license #. All other information is the same. Are we able to submit the new license information to the previous account or do we have to generate a new agreement?</b></p> |  |
| <p><b>Q: HR runs all the backgrounds in the Clearinghouse, I have an account but I'd like to be listed as the administrator for both Summer Camp and the Child Care Center. How do I make sure I'm in that role?</b></p>  | <p>A: You will need to create a user profile and add your provider types in order to view and maintain the accounts for you Summer Camp and Child Care facility.</p>   |
| <p><b>Q: Can a program have more than one log in?</b></p>   | <p>A. Yes, each user must submit a user registration agreement. Only HR staff and facility owners running the screenings should need access however, not general staff.</p>  |
| <p><b>Q: Is the Clearinghouse through the DCF website? Where I can access training etc? Or is it a separate thing?</b></p>  | <p>A: The website is <a href="http://dcfbackgroundscreening.com">dcfbackgroundscreening.com</a>, from there you will find the Clearinghouse login link. There are also training videos and user guides that will assist you in navigating the Clearinghouse.</p> |
| <p><b>Q: Do you have to create a new password every 3 months?</b></p>   | <p>A. Yes, every 90 days. We suggest reminding yourself on your calendar as the Clearinghouse does not send a reminder.</p>  |
| <p><b>Q: Our school is registered but now we have a new provider name. How would we do the name change?</b></p>   | <p>A: Any changes with your facility will need to be made with the licensing counselor of your regulating agency.</p>  |

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| <b>Q: What if your childcare's name doesn't show in the dropdown menu? How do you proceed?</b>   | A: If you do not have an OCA number you will not appear in the drop down. You will need to contact child care licensing in order to be assigned one.  |
| <b>Q: I cannot get pass the provider info although I have an OCA and A ORI number.</b>   | A: Have you mailed in a signed copy of your user agreement and a copy of your photo identification to the background screening unit? This step is required in order to complete your Clearinghouse registration process to get started with using the system.   |
| <b>Q: Will the clearinghouse take something other than Mastercard, Discover, and American Express? Our business cards are VISA</b>           | A. At this time, the Clearinghouse does not take Visa; however, the Clearinghouse is working on trying to add some other payment options.   |
| <b>Q: On the clearinghouse website, under the provider information under the name it says Not Found FL, do you know what does that mean?</b> | A: If your program does not have an OCA# the name of the program will not show up in the Clearinghouse. If you're a licensed program please contact your licensing counselor/rep to request an OCA#. If you are an exempt provider the request for an OCA# needs to be directed to <a href="mailto:bgs.helpdesk@myflfamilies.com">bgs.helpdesk@myflfamilies.com</a> |
| <b>Q: What's the URL for the Clearinghouse?</b>  | A: <a href="https://apps.ahca.myflorida.com/SingleSignOnPortal/Login.aspx">https://apps.ahca.myflorida.com/SingleSignOnPortal/Login.aspx</a>  |

## Cost of Screenings

AHCA, the Agency for Healthcare Administration takes payment for resubmissions. Primary screenings are paid to the live scan vendors.

| Type of Screening                      | Primary Screening  | Resubmission  | Agency Review   |
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| <b>When this Screening Applies</b>     | Employee or Applicant does not have prints retained in the Clearinghouse | Will resubmit retained prints to generate a new FDLE & FBI response | A new agency requests a screening for employee or applicant with existing Clearinghouse fingerprints from another agency. Agency reviews can only be done once. |
| <b>FDLE</b>                            | \$8.00   | \$0.00  | <b>FREE OF CHARGE</b>   |
| <b>FDLE Fingerprint Retention</b>      | \$24.00  | \$0.00  |   |
| <b>FBI</b>                             | \$12.00  | \$12.00   |   |
| <b>AHCA Fee for E-Checking</b>         | \$0.18   | \$0.18  |   |
| <b>AHCA Fee for Online Credit Card</b> |  | 2.50%   |   |
| <b>LiveScan Fee</b>                    | Varies   | N/A   |   |
| <b>Total Cost</b>                      | Varies Based on Live Scan fee  | \$12.18<br>or<br>\$12.30  |   |

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| <b>Q: Is there a separate screening and the associated costs required for each different provider type (i.e.</b> | <b>A:</b> The cost doesn't vary by provider type. It varies depending on what live-scan vendor you choose to go to for primary screenings. Resubmissions are paid directly to AHCA, and agency review are no cost. |
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| summer camp, afterschool, etc.)?)   |   |
| <b>Q: Are providers required to pay for the initial livescan screening or is it the responsibility of the potential employee?</b> | A. It is up to the employer and employee as to whom will be paying for the livescan . |

## Initiating Screenings

Once you have been approved for access to the Clearinghouse you will be able to search for screening results and screen your employee. You must first search for the

Do not make up Social Security numbers or ITIN numbers, misuse of the Clearinghouse in this way is a misdemeanor offense.

Enter the SSN and last name or date of birth of the applicant to search the Clearinghouse. If the applicant is not found, you will be prompted to initiate the screening.

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| <b>Q: What is the deadline for rescreening?</b>   | A: May 31, 2017 for child care providers.  |
| <b>Q: I am aligned with a live scan vendor. Do I have to stay with them or can I change? But regardless I must aligned with only one vendor, correct?</b> | A: Only vendors that are Clearinghouse compatible can be used to submit screening requests. A list of these vendors are available in the Clearinghouse, under the live scan tab. |
| <b>Q: Can you use the Clearinghouse for private school fingerprinting?</b>  | A: Yes, if your private school offers programs for children 3-5 and/or an afterschool/enrichment program a screening through the Clearinghouse is required                       |

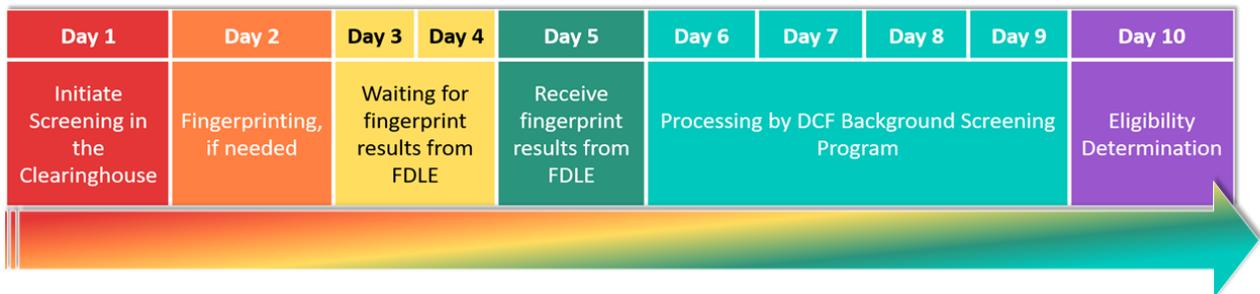
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| <p><b>Q: Can I use multiple vendors for my school or and am I limited to choosing one.</b></p>   | <p>A: Only vendors that are Clearinghouse compatible can be used to submit screening requests. A list of these vendors are available in the Clearinghouse.</p>   |
| <p><b>Q: Why are some staff entered in roster and others can't despite being cleared prior to July 2016 but still in resubmission?</b></p>                     | <p>A: A determination has to be made before you can add an employee to your roster. You wouldn't be able to add anyone still in "screening in process" because they are still considered not eligible to work in child care.</p>   |
| <p><b>Q: If a cleared individual has 2 jobs at 2 facilities, can each facility see employment of the staff at another facility?</b></p>                        | <p>A. Yes, eligibility can be seen once they search Clearinghouse for the applicant.</p>   |
| <p><b>Q: If the privacy policy is part of our application is that applicable?</b></p>  | <p>A: You must still confirm the privacy policy in the Clearinghouse and maintain a copy in each employee's personnel file.</p>  |
| <p><b>Q: I always go through the Livescan Vendor's website. I do not do it by initiating a primary screening with the Clearinghouse. Is this still ok?</b></p> | <p>A: No, by law ALL screenings must be initiated in the Clearinghouse. Doing it any other way may cause delays and errors in transmission and screening results.</p>  |
| <p><b>Q: Do the registered homes have to get the screening and new fingerprints?</b></p>   | <p>A: Yes, all individuals working in the childcare industry must have a screening eligibility on or after the July 1, 2016 date or rescreened by May 31, 2017.</p>  |
| <p><b>Q: How do you initiate through the Clearinghouse?</b></p>  | <p>A. Go to the <a href="http://dcfbackgroundscreening.com">dcfbackgroundscreening.com</a>; click on background screening Clearinghouse training, then click on the video called "initiating a new screening". Alternatively, you can read the step by step instructions in the user guide on the same page.</p> |

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| <p><b>Q: If a staff member has been screened and they couldn't read the fingerprints, they have resubmitted twice how long should the results take and can she still be employed</b></p> | <p>A. If the fingerprints are rejected twice, then the department is required to submit an applicant name search to the FBI. This may take 4-6 weeks to complete.</p>   |
| <p><b>Q: If fingerprints are expired, does that mean the individual has to go back to vendor or we do a resubmission?</b></p>  | <p>A. If the fingerprints expire you would need to get fingerprinted at a livescan vendor, by initiated the screening in the Clearinghouse.</p>   |
| <p><b>Q: So if I have an applicant from another center and they have not had a 90 day lapse of employment I need to pay the 12.00 and do the resubmission?</b></p>                       | <p>A: If the screening was done after July 1, 2016, and there was not a 90 day break in service you would add the employee to your employee roster. If the employee had a 90 day break in service, then you would initiate a resubmission.</p>    |
| <p><b>Q: Thank you for this information. If we contract with someone for a one time event, does that person need to be screened?</b></p>   | <p>A. No, screening would not be needed for a one time event; however, staff that have screening and training should be present at all times.</p>   |
| <p><b>Q: Where is the TCR number located in the system?</b></p>  | <p>A: The TCR number is provided to you in the event that the fingerprints are rejected.</p>  |
| <p><b>Q: I have an employee that has been terminated. They had access to the clearing house. Can you recommend what should be done at this point?</b></p>                                | <p>A: Submit a request to terminate the individual's account to the following email: <a href="mailto:bgshelpdesk@myflfamilies.com">bgshelpdesk@myflfamilies.com</a> Include the person's name, the program name and OCA# in the email please.</p> |

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| <p><b>Q: Earlier you mentioned that you can only request an agency review once. If the agency review has already been requested, do you have to do a new screening or do you do a resubmission?</b></p> | <p>A. You would need to do a re-submission.</p>  |
| <p><b>Q: I mistakenly initiated a screening for an employee that was already eligible. I was trying to search her but rescreened. Is there anything I can do to pull her eligibility back?</b></p>      | <p>A. No, once a new screening has been initiated you will not be able to see the previous results. A new set of results will be provided once the screening has been processed.</p> |

Background screening strives to process screening results within 5 business days once results are received from FDLE. Fluctuations in workloads may delay results. Be sure that contact information for both providers and applicants is up to date in the Clearinghouse in order to ensure that you receive communications regarding your screenings in a timely manner.

### How Long Does It Take To Process A Screening?



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| <p><b>Q: Why is it taking longer to get back results?</b></p> | <p>A: Screenings are processed in the order in which they are received. We have an extremely large workload, and we are working diligently on processing these screenings in a timely manner. Additionally, errors and delays will occur for screenings that are not initiated in the Clearinghouse first.</p> |
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### Child Care Requirements

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| <p><b>Q: Do registered home daycares have to do this screening?</b></p>   | <p>A: Yes, they must be screened in the Clearinghouse. All child care provider types must be screened.</p>   |
| <p><b>Q: Is the 5 year rescreen calculated 5 years from when the fingerprints were obtained or from eligibility determination date?</b></p>   | <p>A. The 5 year re-screen date is calculated by the eligibility date. However, you also have a print retention date that you do not want to let expire because you would have to have your fingerprints re-done again.</p>  |
| <p><b>Q: Some of my teachers are working with students on the McKay scholarship. These teachers use VECHS for background check. Some of those teachers also work in our aftercare program. Do they need to do another fingerprint background check through clearinghouse, or does the VECHS background check suffice?</b></p> | <p>A: You would need to screen all of your employees working with your aftercare program through the Clearinghouse. No other background checks or clearance can be substituted for a Clearinghouse screening.</p>  |
| <p><b>Q: Is the 5 year rescreen calculated 5 years from when the fingerprints were obtained or from eligibility determination date?</b></p>   | <p>A. The 5 year rescreen date is calculated from the child care eligibility determination date. However, the print retention date is important as you don't want to let that expire without resubmitting your fingerprints or you will have to get fingerprinted again.</p> |

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| <p><b>Q: What do I need to do if this option has a check mark? * The individual may request additional information pursuant to s.39.202, Florida Statutes.</b></p> | <p>A. It is up to you if you want to ask the employee for more information.</p> <p>This notation does not disqualify an applicant for the purposes of employment. If the applicant wishes to request these records, they must request a public records search from our records custodian. Please go to our website located at: <a href="http://www.myflfamilies.com">www.myflfamilies.com</a></p> <ol style="list-style-type: none"> <li>1. Go to <b>General Information</b></li> <li>2. Scroll down to <b>Public Records Requests</b></li> <li>3. Find the section titled <b>Home</b> at the top of the page below our logo</li> <li>4. In the middle, there is <b>Submit a Records Request</b></li> <li>5. Click Here <ol style="list-style-type: none"> <li>a. This is where you will submit your request for <b>additional information</b> from the <b>Records Custodian</b>.</li> </ol> </li> </ol> |
| <p><b>Q: Does the livescan require a photo to be valid?</b></p>  | <p>A. If you would like a photo attached to your screening, ensure the livescan vendor is Clearinghouse compatible and that they take a picture at the time of fingerprinting. If no picture is taken, the results cannot be shared among agencies, but the results are still valid.</p>   |
| <p><b>Q: How do you get a picture into a profile?</b></p>  | <p>A. Once screened, you cannot get a picture into the profile; however, your clearance results are valid, but you cannot share the results among agencies. If a picture is needed the applicant will need to be fingerprinted again and take a photo at that time.</p>  |
| <p><b>Q: So for family child care homes, all adults that live in the house need run through Clearinghouse?</b></p>   | <p>A. Yes, the owner, the substitute and any household members will need to go through the Clearinghouse. Household members 12-17 years old should have a juvenile check completed.</p>  |
| <p><b>Q: Is there a general disqualifying list for childcare employees that would make them ineligible for background screening?</b></p>                           | <p>A: The Affidavit of Good Moral Character lists the disqualifying offenses. This form is required to be signed and notarized as part of your screening documents.</p>  |

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| <b>Q: Is the use of Clearinghouse required for private schools with an early childhood program?</b>  | A: Yes, public/nonpublic school teachers working with children ages 3-5 and/or in a VPK wrap around care program and/or in the after school/enrichment programs must be screened through the clearinghouse.                |
| <b>Q: If I did fingerprints for my staff in October do I need to re-submit for child abuse to be on their paper?</b>   | A: No, as long as you received the email notification acknowledging that the search was completed and maintain this document in each person's file.  |
| <b>Q: Every 5 years employees need to be re-fingerprinted. How do we initiate it since we already did their Primary screening?</b>   | A. You would need to do a resubmission.  |
| <b>Q: When is the screening due by?</b>  | A. For new employees, the screening must be cleared before the employee may begin working with children. For the new Federal Requirements, anyone who was screened before July 1, 2016 must be rescreened by May 31, 2017. |
| <b>Q: Will DCF extend the 5/31 deadline for Florida employers if we have employees still in the Clearinghouse on that day??</b>  | A. These are Federal mandates. DCF has been providing information on these new rules since 2016. Please ensure you are compliant with the 5/31 deadline.   |
| <b>Q: So if staff was fingerprinted before October and I have a separate print out of child abuse will this suffice? Or do I have to do an agency review so it can appear on portal?</b> | A: Yes a separate abuse letter/email is acceptable. It does not have to appear in the Clearinghouse.   |

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| <p><b>Q: I own a facility and I would like to have outside sources to come in to do for example a karate class, teach music, or provide other, enrichment. How do they get screened and attached to us?</b></p>   | <p>A: You can locate the profile in the Clearinghouse and add them to your roster if they have results listed. Otherwise, you would have to initiate a screening for them in the Clearinghouse.</p> |
| <p><b>Q: Can a level 2 background from the DOE be sent to you guys?</b></p>   | <p>A: No. You must initiate a primary screening through the Clearinghouse.</p>  |
| <p><b>Q: I run a public school after-care and we also provide a summer camp. My question is for my employees that are not new hires do they need to be screened with the Clearinghouse? Also employees that have the 45 hours do they need to be screened with the Clearinghouse.</b></p> | <p>A: Yes, any employees working with your after school program, summer camp, or volunteers that work more than 10 hours a month, must be screened in the Clearinghouse.</p>                        |
| <p><b>Q: Are providers required to pay for the initial livescan screening or is it the responsibility of the potential employee?</b></p>  | <p>A. It is up to the employer and employee as to whom will be paying for the livescan.</p>   |

## Summer Camps

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| <p><b>Q: Summer camp meaning they leave the building? Or</b></p> | <p>A. If a licensed facility that operates year-round offers a “summer camp” in their facility, with the same staff operating it, they are fine with their license and screenings. Summer camps are programs that pop up in the summer only</p> |
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| <b>just that we are open over summer?</b>  | and have children 5 and up attending. Those programs would need a summer camp screenings.  |
| <b>Q: How do I get an OCA # for summer camp with a church that lasts 10 weeks?</b>   | A: Submit a request to <a href="mailto:BGS.helpdesk@myflfamilies.com">BGS.helpdesk@myflfamilies.com</a>  |
| <b>Q: If our summer camp and our child care are run under the same OCA# do the staff need to be re-fingerprinted?</b>  | A. If your facility is licensed year round, and, in the summer you have what you call a "Summer Camp," then the staff do not have to be re-fingerprinted for that purpose. If you run a separate summer camp during the summer months then you will require a summer camp screening.   |
| <b>Q: I have a question regarding the summer camp? If our school offers summer camp and our staff are cleared in the Clearinghouse why do we have to initiate agency review?</b> | A. If you are already a year-round licensed facility or home and during the summer months, you say we are having a summer camp, then your screened and trained staff are fine. However, if you are licensed to operate 9 months, for example, and then you or you contract with someone to do a summer camp, then screen those staff under summer camp. Or, initiate an agency review for summer camp. Summer camps are considered agencies. |
| <b>Q: Why doesn't it tell us to do a resubmission if that is what is needed? It tells us if an Agency Review is needed</b>   | A: The system will not prompt providers to do a resubmission even when one is needed. A new screening is required will display even when resubmission is needed.   |

**Managing The Roster**

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| <b>Q: In the system it is limited up to what changes you can make if you make a mistake such as social security numbers. Will this change</b> | A: If a mistake is made on the social, the applicant would have to send in a copy of their driver's license and SSN card to the background screening help desk in order for the information to be corrected. These requests are processed in the order in which there are received. |
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| <p>for the initiator to make changes?</p>  |   |
| <p><b>Q: Sometimes rosters do not include all employees.</b></p>   | <p>A: Rosters should be maintained by the employer and all changes in an employee's employment status should be made within 10 days.</p>  |
| <p><b>Q: HR runs all the backgrounds in the clearing house, I have an account but I'd like to be listed as the administrator for both Summer Camp and the City's Child Care Center. How do I make sure I'm in that role?</b></p> | <p>A. Log into the Portal. Under Manage account, click on "Edit User Information. Next to Position title, enter Administrator.</p>  |
| <p><b>Q: Every time I check the employee roster, the order of the staff changes; is there a reason that this is happening?</b></p>   | <p>A: You can change the order of the roster, by clicking on the heading.</p>   |
| <p><b>Q: What do you do if the same employee is on the roster twice?</b></p>   | <p>A. Do not worry about that-there is no way at this time to remove a duplicate name on the roster.</p>  |
| <p><b>Q: How do you start the employee roster. I thought the roster was in the screening results. There is no way to type in a name to make the list. How do you add employees to the roster?</b></p>                            | <p>Here is a video on editing the employee roster:<br/> <a href="https://www.youtube.com/watch?v=wZtyGs20Zj8&amp;feature-youtu.be">https://www.youtube.com/watch?v=wZtyGs20Zj8&amp;feature-youtu.be</a></p> |

## Out-of-State

If an applicant has resided outside of the state of Florida within the past 5 years, they must contact that state and obtain their criminal history record from that state in order for their screening to be processed. Each state has their own criteria and requirements in order to obtain these records, Background Screening has no influence on these processes. If an applicant has not resided in another state then click on the “None Apply” option to move on.

Select all prior states in which the applicant has resided in the last 5 years. If none apply, select the 'None Apply' box to continue. At least one state, or the 'None Apply' box must be selected. Any prior states selected previously are already captured.

None Apply

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|---|-----------------------------------|---|---|---|---|
| <input type="checkbox"/> Alabama              | <input type="checkbox"/> Florida  | <input type="checkbox"/> Louisiana          | <input type="checkbox"/> Nebraska       | <input type="checkbox"/> Oregon         | <input type="checkbox"/> Virgin Islands |
| <input type="checkbox"/> Alaska               | <input type="checkbox"/> Georgia  | <input type="checkbox"/> Maine              | <input type="checkbox"/> Nevada         | <input type="checkbox"/> Pennsylvania   | <input type="checkbox"/> Virginia       |
| <input type="checkbox"/> American Samoa       | <input type="checkbox"/> Guam     | <input type="checkbox"/> Maryland           | <input type="checkbox"/> New Hampshire  | <input type="checkbox"/> Puerto Rico    | <input type="checkbox"/> Washington     |
| <input type="checkbox"/> Arizona              | <input type="checkbox"/> Hawaii   | <input type="checkbox"/> Massachusetts      | <input type="checkbox"/> New Jersey     | <input type="checkbox"/> Rhode Island   | <input type="checkbox"/> West Virginia  |
| <input type="checkbox"/> Arkansas             | <input type="checkbox"/> Idaho    | <input type="checkbox"/> Michigan           | <input type="checkbox"/> New Mexico     | <input type="checkbox"/> South Carolina | <input type="checkbox"/> Wisconsin      |
| <input type="checkbox"/> California           | <input type="checkbox"/> Illinois | <input type="checkbox"/> Minnesota          | <input type="checkbox"/> New York       | <input type="checkbox"/> South Dakota   | <input type="checkbox"/> Wyoming        |
| <input type="checkbox"/> Colorado             | <input type="checkbox"/> Indiana  | <input type="checkbox"/> Mississippi        | <input type="checkbox"/> North Carolina | <input type="checkbox"/> Tennessee      |   |
| <input type="checkbox"/> Connecticut          | <input type="checkbox"/> Iowa     | <input type="checkbox"/> Missouri           | <input type="checkbox"/> North Dakota   | <input type="checkbox"/> Texas          |   |
| <input type="checkbox"/> Delaware             | <input type="checkbox"/> Kansas   | <input type="checkbox"/> Montana            | <input type="checkbox"/> Ohio           | <input type="checkbox"/> Utah           |   |
| <input type="checkbox"/> District Of Columbia | <input type="checkbox"/> Kentucky | <input type="checkbox"/> N. Mariana Islands | <input type="checkbox"/> Oklahoma       | <input type="checkbox"/> Vermont        |   |

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| <p><b>Q: When we get a clearance letter from another state, where do we submit that letter?</b></p>  | <p>A: Documentation should be sent to <a href="mailto:bgs.outofstate.admin@myflfamilies.com">bgs.outofstate.admin@myflfamilies.com</a></p>   |
| <p><b>Q: If I have initiated a screening for an individual who has lived out of state within the past 5 years, and I have heard from Florida and have been given a 45 day provisional notification, how do I get the information from the other state?</b></p> | <p>A: Each state ha their own requirements on obtaining criminal history information. It is best to contact each state directly to obtain this information. You may also visit this page for guidance<br/> <a href="http://www.dcf.state.fl.us/programs/backgroundscreening/nationalrecordsrequest.shtml">http://www.dcf.state.fl.us/programs/backgroundscreening/nationalrecordsrequest.shtml</a></p> |
| <p><b>Q: On the out of state part if there was an error a state</b></p>  | <p>A: You don't have to pay again. You must allow time for the notarized statement to be processed.</p>  |

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| <p><b>that was mistakenly selected and you have already paid the money for resubmission then noticed that there was another state select and we have send a notarized letter do you have to repay after you get it cleared?</b></p> |   |
| <p><b>Q: You mentioned if they haven't lived anywhere else in the past 5 years, to click None Apply. So in what circumstance would you click Florida?</b></p>   | <p>A: There is no need to click Florida. All 50 states and U.S. territories are listed in Clearinghouse.</p>  |
| <p><b>Q: I submitted a search for an applicant that previously lived in another state, do I wait on background screening to notify me that she lived in a different state before I submit her criminal history information?</b></p> | <p>A: You can submit the documents from the state as soon as you have them. If you know beforehand that your applicant has lived within another state in the past 5 years, begin the process for requesting that documentation as soon as possible.</p>   |
| <p><b>Q: What about the states that do not allow this information to be given for employment purposes?</b></p>  | <p>A. States are cooperating in the new screening process; however, if you continue to have an issue with getting a State to cooperate, please contact your local licensing agency. The criminal history information should be requested for personal use and should be requested by the applicant. Applicant have the right to obtain the criminal history that the state has for them. The applicant must submit this information if requested by Background screening if the screening is to be completed.</p> |
| <p><b>Q: When is more detailed information for out of state requests going to become available?</b></p>   | <p>A: Each state has their own requirements for requesting criminal history information. You will have to contact the state directly for more information about their process.</p>  |

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| <p><b>Q: It takes longer if they have lived out of state correct</b></p>  | <p>A: Correct. We encourage providers to get a jump start on obtaining these documents by using the guidance provided on the out-of-state spreadsheet that includes contacts/instructions for states, territories, and tribes. You may access this spreadsheet from the background screening website at:</p> <p><a href="http://www.dcf.state.fl.us/programs/backgroundscreening/docs/BackgroundScreening-CHR-AHContact-List.pdf">http://www.dcf.state.fl.us/programs/backgroundscreening/docs/BackgroundScreening-CHR-AHContact-List.pdf</a></p> |
| <p><b>Q: Is there any special exception in the out of state checks for military personnel?</b></p>  | <p>A: No, there is no exception to obtaining out of state criminal history.</p>   |
| <p><b>Q: What clearings do we need to have for employees we are screening in another state? What is the best way to get the results to you?</b></p>   | <p>A. You would need to get the criminal history record from the state and submit the information to:</p> <p><a href="mailto:bgs.outofstate.admin@myflfamilies.com">bgs.outofstate.admin@myflfamilies.com</a></p>   |
| <p><b>Q: Are you positive all we have to submit is the criminal history for out of state and not Child abuse and sex offender results?</b></p>  | <p>A: Yes. Please only submit criminal history results. The other documents should be placed in the applicant's file, do not send them to background screening.</p>   |
| <p><b>Q: I have an applicant that moved out of state and has now moved back and I didn't know that she needed out of state screening so now I'm just trying to get the info on how to get that. Can I just resubmit her screening and add the state she lived in?</b></p> | <p>A: Yes</p>   |

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| <p><b>Q: How are the letters/emails generated for out of state history requests. Is it something that is automatic, is it something that the staff member at Clearinghouse needs to generate. I have not received all of them which is curious.</b></p> | <p>A: The out-of-state letter is sent to the provider email on file. Please ensure that your contact information is current to ensure that correspondence is delivered in a timely fashion.</p>  |
| <p><b>Q: What kind of check from the other state is needed to comply?</b></p>   | <p>A: The statewide criminal history record is needed in order to process the applicant's screening. The records are mostly likely on state letterhead from a specified agency that conducts these searches. As long as the criminal history record is from the correct department they will be used to process the screening.</p> |
| <p><b>Q: If there was an out-of-state error and you submit a notarized letter and the money has been paid do you have to pay and after it's been cleared?</b></p>   | <p>A: Another screening will not be required if a notarized letter was submitted to correct an error.</p>  |

### Updating Information

If an applicant's last name, date of birth, or SSN needs to be corrected a copy of the SSN and driver's license must be sent to the help desk.

If you need to update the provider's contact information- such as the facility name, owner/director name, facility address you must contact child care licensing to do so. Background Screening can update the contact email only.

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| <b>Q: How can you make a correction if the birth date was entered incorrectly?</b>               | A: Please submit the request to correct the applicant's DOB, by submitting a copy of the applicant's driver's license and SSN card to our help desk at <a href="mailto:bgs.helpdesk@myflfamilies.com">bgs.helpdesk@myflfamilies.com</a>   |
| <b>Q: How is it possible for fingerprints to "expire"? They were approved and do not change.</b> | A: Fingerprints are only retained for 5 years. Once they expire the fingerprints must be taken again.   |
| <b>Q: How do I enter a name change? Does the person have to be rescreened for a name change?</b> | A. If the first name is incorrect, you have the ability to update it in the Clearinghouse. Locate the applicant's profile and click "edit". If the last name is incorrect, you would need to send a request to <a href="mailto:bgs.helpdesk@myflfamilies.com">bgs.helpdesk@myflfamilies.com</a> along with a copy of the applicant's driver's license and SSN card. |