



Child Care Criminal Background Check (CCCBC) Five-Year Renewal Process

Objectives

This session will provide participants with guidance with completing Child Care Criminal Background Check (CCCBC) renewal applications. Participants will learn recent changes in CCCBC out-of-state processes and troubleshooting procedures.

By the end of this session, participants will be able to:

- complete Child Care Criminal Background Check renewal applications
- utilize Child Criminal Background Check System functions
- complete Child Care Criminal Background Check out-of-state applications
- troubleshoot frequent errors

Agenda

- I. Child Care Criminal Background Check-Based Eligibility Determination Expires Soon Email
- II. Providers Will Log Into The System
- III. The Provider Dashboard
- IV. Provider Will View Applications Ready for CCCBC Renewals
- V. Filter By Expiration Date
- VI. Select the Renew Button
- VII. Updating Application
- VIII. Uploading Applicant Attachments
- IX. Proceeding to Payment
- X. Paying for the CCCBC
- XI. Child Care Criminal Background Check Out-of-State Process Updates
- XII. Housekeeping

Commonly Used Terms

DBSYSgraph - Third-party vendor that created and runs the background check software used by the CCCBC Team

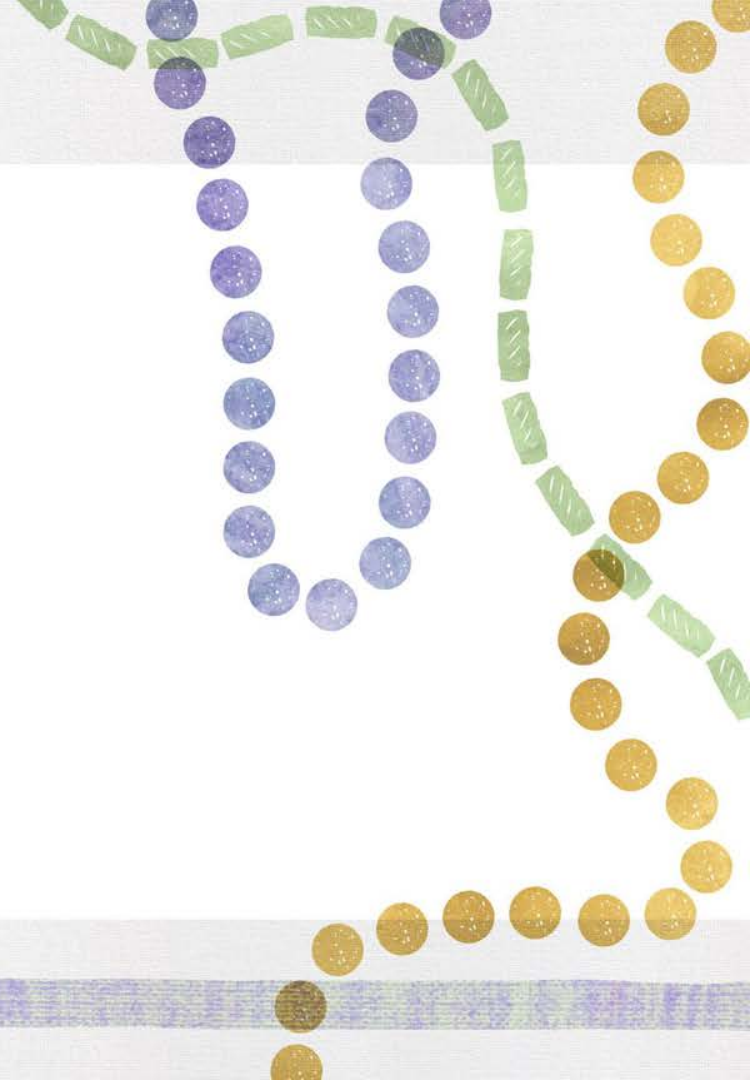
IDEMIA - fingerprint vendor replacing the formerly used Gemalto

Renewal - The federally mandated five year process of reviewing background clearances for the purposes of early child care.

Five Point Clearance Check

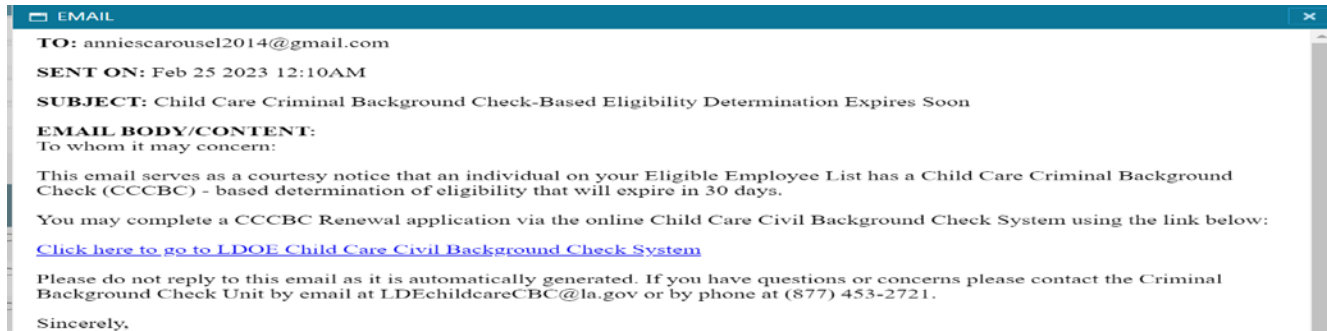
- 5 Point Clearance Check-** Clearances from the five separated entities that are federally mandated:
1. A fingerprint-based search of the La. Bureau's criminal history record information (CHRI);
 2. A fingerprint-based search of the FBI CHRI;
 3. A search of the National Sex Offender Registry (NSOR);
 4. A search of the La. Sex Offender Registry;
 5. A request for a search of the La. Child Abuse and Neglect Registry; and 6. A name-based search of the following in each state in which the individual has resided in the past five years: state criminal repository, state sex offender registry, and state child abuse and neglect registry.

Getting Started



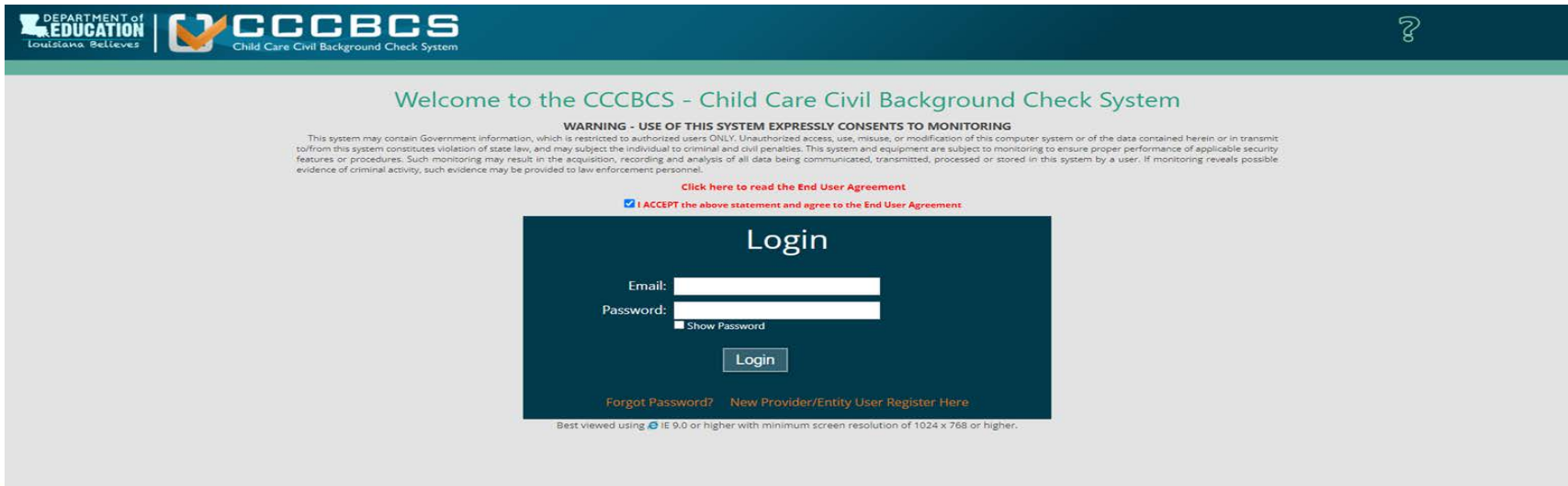
Child Care Criminal Background Check Eligibility Determination Expires Soon Email

- Providers and applicants will receive an email informing of eligibility determination expiring soon from [do not reply LDOE CBC@la.gov](mailto:LDOE_CBC@la.gov).
- Expiration email notifications are received 90 before the expiration date along with follow up emails 30, 15, and 7 days before the expiration.



Providers Will Log Into The System

- Providers may visit the <https://CCCBCLDOE.la.gov> website and enter the username and password into the appropriate fields.



The screenshot shows the login page for the CCCBCS (Child Care Civil Background Check System). At the top left, there are logos for the Department of Education (Louisiana Believes) and CCCBCS. A question mark icon is in the top right. The main heading is "Welcome to the CCCBCS - Child Care Civil Background Check System". Below this is a "WARNING - USE OF THIS SYSTEM EXPRESSLY CONSENTS TO MONITORING" section with a small text block. A link to read the End User Agreement is provided, followed by a checked checkbox for "ACCEPT the above statement and agree to the End User Agreement". The central "Login" form has fields for "Email:" and "Password:", a "Show Password" checkbox, and a "Login" button. At the bottom of the form, there are links for "Forgot Password?" and "New Provider/Entity User Register Here". A footer note states: "Best viewed using IE 9.0 or higher with minimum screen resolution of 1024 x 768 or higher."



The Provider Dashboard

- After entering the username and password, the system will then navigate you to your dashboard. Features on the dashboard include:
 - **Home Icon:** Click this icon at any time to return to your homepage of your dashboard.
 - **Question Icon:** Click this icon for Help topics regarding functions of the system and Q&As regarding the CCCBC process.
 - **X Icon:** Click this icon to exit the CCCBC System.
 - **System Generated ID Number:**

Entity: 

[Click here to view Fingerprint locations](#)





The Provider Dashboard

Action Tabs:

My Account

Notifications

Outstanding Invoices

New Application

Check for Eligibility

Case Log

Licensing Report

- **My Account Tab:**

To view or update the Provider/Entity information, password or security questions, select the My Account tab. Here you will select or update three (3) security questions, update your password, and update any contact information.

The Provider Dashboard

Action Tabs:

My Account

Notifications

Outstanding Invoices

New Application

Check for Eligibility

Case Log

Licensing Report

- **Outstanding Invoices Tab:**

To view any outstanding balances, select the Outstanding Invoices tab. Here you will find any unpaid applications as well as any additional fees that were required by LDE (i.e. the applicant was later found to have lived outside of the state). Payments may be made per application or by batch.

The Provider Dashboard

Action Tabs:



- **New Application Tab:**

To begin a New Application for a new or existing hire, select the New Application tab. By selecting the New Applications tab, the system will direct you to a new page which will begin





The Provider Dashboard

Action Tabs:



- **Check for Eligibility Tab:**

To search for an existing CCCBC for an individual, select the **Check for Eligibility** tab.

- **Case Log Tab:**

To view payment or transaction history, select **Case Log**. Here this function will allow you to input a date range and the system will generate history within a grid.

The Provider Dashboard

Status Bar

Status	Records
INCOMPLETE	1
PENDING SUBMIT	1
PENDING PAYMENT	4
IN PROGRESS	83
AWAITING FINGERPRINTS	0
CORRECTIONS REQUESTED	8
INDETERMINABLE	1
ELIGIBLE FOR CHILD CARE PURPOSES	25
INELIGIBLE FOR CHILD CARE PURPOSES	0
EXPIRED	12

- In the far left corner of the provider dashboard is the Status Bar.
- You are able to see all of the possible statuses of your applications.
- To view applications found in any of the statuses, click on the particular status.
- Any applications currently assigned to that status by the system will be viewable in the summary grid on the dashboard.

Renewal Process



Provider Will View Applications Ready for CCCBC Renewals

Status	Records
INCOMPLETE	1
PENDING SUBMIT	1
PENDING PAYMENT	4
IN PROGRESS	83
AWAITING FINGERPRINTS	0
CORRECTIONS REQUESTED	8
INDETERMINABLE	1
ELIGIBLE FOR CHILD CARE PURPOSES	25
INELIGIBLE FOR CHILD CARE PURPOSES	0
EXPIRED	12

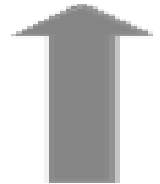


- Go to the **Status Bar** and select the status **Eligible for Child Care Purposes**

Filter By Expiration Date

- Filter by Expiration Date to bring applications approaching expiration date near the top of the list.

ID	Name	Position	Status	First Submitted	Date Issued	Expiration Date
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Updating Application

- Once the provider confirms they wish to apply for a Renewal, the following screen will appear. Complete all fields by updating applicants' information (i.e. applicant type and position, marital status and maiden/last name, new address(es), and government-issued identification/driver's license number and expiration date).

DEPARTMENT of EDUCATION
Louisiana Believes

CCCBCS
Child Care Civil Background Check System

Welcome, HAPPY

Name: **FINGERPRINTS, INEED**
Entity: **BOWLING BALLS 2 - 001829**

SSN: **XXX-XX-8888**
Application ID: **347**

Print Save Save & Close
Abandon

Applicant Contact Information

Applicant Type:	Applicant's Desired Position:	Date of Birth	
<input type="text"/>	<input type="text"/>	1/10/1995	
Last Name	First Name	Middle Name	Suffix
FINGERPRINTS	INEED	<input type="text"/>	<input type="text"/>
Alias, Nickname or Tribal Names (All Names must be listed including all names resulting from previous marriages):			
Last Name	First Name	<input type="button" value="Add Alias"/>	
<input type="text"/>	<input type="text"/>		
Email Address	Verify Email Address	Telephone Number	Alternate Phone Number
INEEDFINGERPRINTS@MAILINATOR.COM	INEEDFINGERPRINTS@MAILINATOR.COM	(393) 430-9903	(239) 483-2048
Physical Address: (Do not enter P.O. Box)			
Enter the Street Address and then ZIP Code to look up City and State: <input type="checkbox"/> Out of Country			
House/Street #	Street	Apt/Ste #	
<input type="text"/>	4455 JUMPING JACK LANE	<input type="text"/>	

Uploading Applicant Attachments

- The provider must upload the applicant's Initial CCCBC Consent Form and driver's license or government-issued identification card.

Name: **COKER, ERIN** SSN: **XXX-XX-7777** Print Exit Abandon
Entity: **BOWLING BALLS 2 - 001829** Application ID: **345**

Applicant Attachments

Marriage Certificate, Divorce Decree and, Miscellaneous attachments are optional.
System will only accept attachments of type .pdf, .tif, .png, .jpeg and .jpg with a maximum file size of 10MB.

Upload Documentation from the Document Type list below

Document Type: Upload File: Browse

Attachments	Type	Uploaded By	Uploaded On	Delete
AK CHRI REQUEST FORM.PDF	Out of State CAN (ALASKA)	DAYS, HAPPY	3/10/2023 11:52:00 AM	<input type="button" value="X"/>

Proceeding to Payment

- If you would like to submit and pay for the application, you must first read the text box entitled **Affidavit**. This section of information indicates that you, as a provider or entity, have read and understand the legal obligations and consequences of submitting this application.
- **Select I agree.**

DEPARTMENT of EDUCATION Louisiana Believes

CCCBCS
Child Care Civil Background Check System

Please check the accuracy of the application and review the Affidavit, then check the 'I Agree' box below applicable and send the Application for Processing.

SSN: XXX-XX-3222 Date of Birth: 9/9/1968 Identification: LD

Amount Due: \$11

Go Back to Application Proceed to Payment Default

DEPARTMENT of EDUCATION Louisiana Believes

Child Care Civil Background Check System
Louisiana Department of Education
1201 N 3rd St
Baton Rouge, LA 70802
(225) 342-5311 (225) 342-5311 Fax (1-

Affidavit

I CERTIFY that I am either a licensed early learning center or a 51809 entity pursuant to BESE Bulletin 137 - Louisiana Early Learning Center Licensing Regulations, or a home-base child care provider eligible to participate in the Child Care Assistance Program (CCAP) pursuant to Bulletin 139 - Louisiana Child Care And Development Fund Programs; and

I FURTHER CERTIFY that I am requesting this Child Care Criminal Background Check (CCCBC)-based determination of eligibility for child care purpose for and with the consent of the above-listed individual, who is required by State or federal law or regulation to obtain this determination prior to being present in either a licensed early learning center or the residence of a home-based child care provider eligible to participate in CCAP; and

I FURTHER CERTIFY that all of the information I provided on this form is true and complete and the information that was provided to me by the above-listed individual is truthfully and accurately reported as it was provided to me; and

I FURTHER CERTIFY that I will remove the name of the above-listed individual from my list of eligible individuals when s/he is no longer a staff member or present or providing services in my center or home.

I Agree

Please verify the SSN entered at the time of creating the application:

New Fingerprint Vendor



Stay Tuned

- Child Care Criminal Background Check section will soon change current fingerprint vendor, Gemalto, to IDEMIA.
- More information regarding new vendor, IDEMIA, will be provided at a later date.



Out-of-State Process



What is an Out of State Applicant?

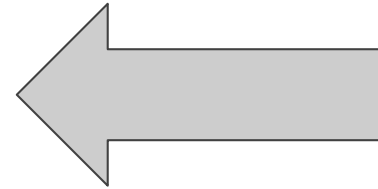
- An Out of State applicant is a person who has lived in another state other than Louisiana in the last five (5) years
- An applicant that is moving to Louisiana from another state to work in an Early Learning Center
- Any applicant with an Out of State Driver's license. Issued within the last 5 years





ENTERING APPLICATIONS INTO CCCBCS

- **Always** use the applicants Social Security number on their application.
- If no Social Security number, click on the box NO SSN and enter a valid form of Identification. EX: LA Driver's license, LA State ID, OOS DL or Passport.
- Most states DO require this information, omitting it from the application only delays processing.



Entering Applications (cont.)

- Check your information before submitting!!
- Social Security Number
- Spelling of the applicants name
- Date of Birth
- Driver's License/State ID number/expiration date
- Eye Color
- Email address
- CURRENT mailing and physical address
- Phone number
- All addresses for past residence in the last 5 years.

Entering Applications (cont.)

- Entering the out of state address
- Out of state instructions
- Out of state forms
- Uploading documents
- All out of state form must be mailed back to LDOE for processing. No exceptions.





Entering Applications (cont.)

- Review application
- Application fee
- Fingerprint fee
- Fingerprint locations
- Returning required forms to LDOE
- Finding information on www.LouisianaBelieves.com website

Entering Applications (cont.)

- Processes vary from state to state
- Always check LDOE attached instructions to know what to do
- REVIEW REVIEW REVIEW



In Conclusion

- Communication between Providers and the Criminal Background Check Unit is important for both parties to ensure that the applications are completed correctly and in a timely manner.
- We have provided you with all the tools and examples you need on our website, LouisianaBelieves.com and encourage you to utilize the resources available for all your application questions and processes.
- Please feel free to email or call if you cannot find answers in the frequently asked questions (FAQs) section of the website.
- We are here to help you.



Housekeeping

When contacting the department regarding an application:

- Please have the TCN # you are calling about.
- If you are calling regarding an application, please be able to access the system at the time you call.
- If calling regarding an email and some correspondence from the department, please have that email or correspondence available.
- Do not have the applicant call about an email that they do not have access to.

Status updates

The federal government allows us 45 days to process an application.

- Prior to renewals, we were able to get applications processed usually within 1-3 business days.
- Due to the amount of renewals, initial applications, and corrections that we are receiving daily, application turnaround time has greatly increased. Unfortunately, it is no longer unusual to see an application “In Progress” for more than a week.
- Please be assured that we are processing the applications as quickly as we can and that we will process in a reasonable amount of time.
- The status shown on your CCCBCS dashboard is accurate and reflective of the status in our system.

Corrections

Please be sure to check the email that you use to login to the CCCBCS system prior to calling regarding a status of an application that is “Returned for Correction”.

When an application is “Returned for Corrections” :

- You will receive an email stating precisely what the correction is needed.
- The email will go to the email address used to log into the CCCBCS system.
- If you cannot access that email account, view the Notification tab on the CCCBC Provider Dashboard.

Corrections (cont.)

Please be sure to check the email that you use to login to the CCCBCS system prior to calling regarding a status of an application that is “Returned for Correction”.

If assistance is still needed, please contact CCCBC via email to update the email address on file.

The email request should contain:

- your name
- provider’s System ID and/or license #
- the original email address and the email address you would like to change to

The email address is ldeccbcprocessing@la.gov.



Password Resets



If you are locked out of your CCCBCS system due to a password issue, please send an unlock request to CCCBCpasswordreset@la.gov

Include:

- Your name
- Entity name
- Login email address

Let us know if you only need the account unlocked (no password reset)

We will do our best to accommodate requests within 1 hour

Temporary password will go to the email address that you use to log into the CCCBCS system

Q&A





A conference banner with a purple background. On the left, there is a graphic of a stack of papers. The top paper is white and contains the text: "EARLY CHILDHOOD CONFERENCE 2023" in bold, black, sans-serif font, and "FOUNDATIONS FOR SUCCESS" in a smaller, blue, sans-serif font below it. To the right of the stack, the dates "JUNE 2-3, 2023" are written in large, white, bold, sans-serif font. Below the dates, the location "NEW ORLEANS ERNEST N. MORIAL CONVENTION CENTER (NOENMCC)" is written in white, sans-serif font. The banner is framed by a white border.

CONTACT US

Child Care Criminal Background Check Unit

General Processing

LDOECCCBCprocessing@la.gov

Out-of-State Processing

LDEChildcareCBC@la.gov

Password Reset/Locked Account

ccbcpasswordreset@la.gov

General CCCBC Phone Numbers: (225)342-2716 or (225)342-5311
for out-of-state inquiries

Fax Number: (225) 376-6035



Thank You!

We appreciate what each of you do to provide a safe and educational environment for the children of Louisiana.

