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:

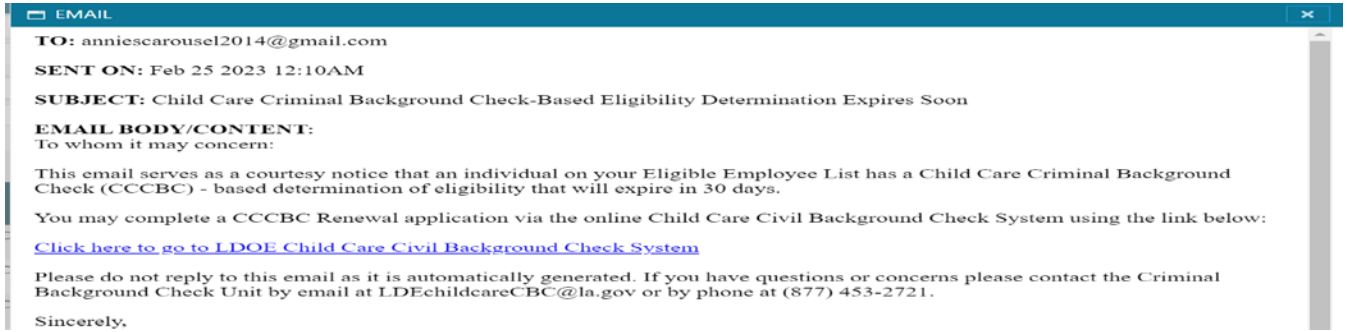
1. A fingerprint-based search of the La. Bureau's criminal history record information (CHRI);
2. A fingerprint-based search of the FBI CHRI;
3. A search of the National Sex Offender Registry (NSOR);
4. A search of the La. Sex Offender Registry;
5. A request for a search of the La. Child Abuse and Neglect 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.

- Expiration email notifications are received 90 before the expiration date along with follow up emails 30, 15, and 7 days before the expiration.



EMAIL

TO: anniescarousel2014@gmail.com

SENT ON: Feb 25 2023 12:10AM

SUBJECT: Child Care Criminal Background Check-Based Eligibility Determination Expires Soon

EMAIL BODY/CONTENT:
To whom it may concern:

This email serves as a courtesy notice that an individual on your Eligible Employee List has a Child Care Criminal Background Check (CCCBC) - based determination of eligibility that will expire in 30 days.

You may complete a CCCBC Renewal application via the online Child Care Civil Background Check System using the link below:

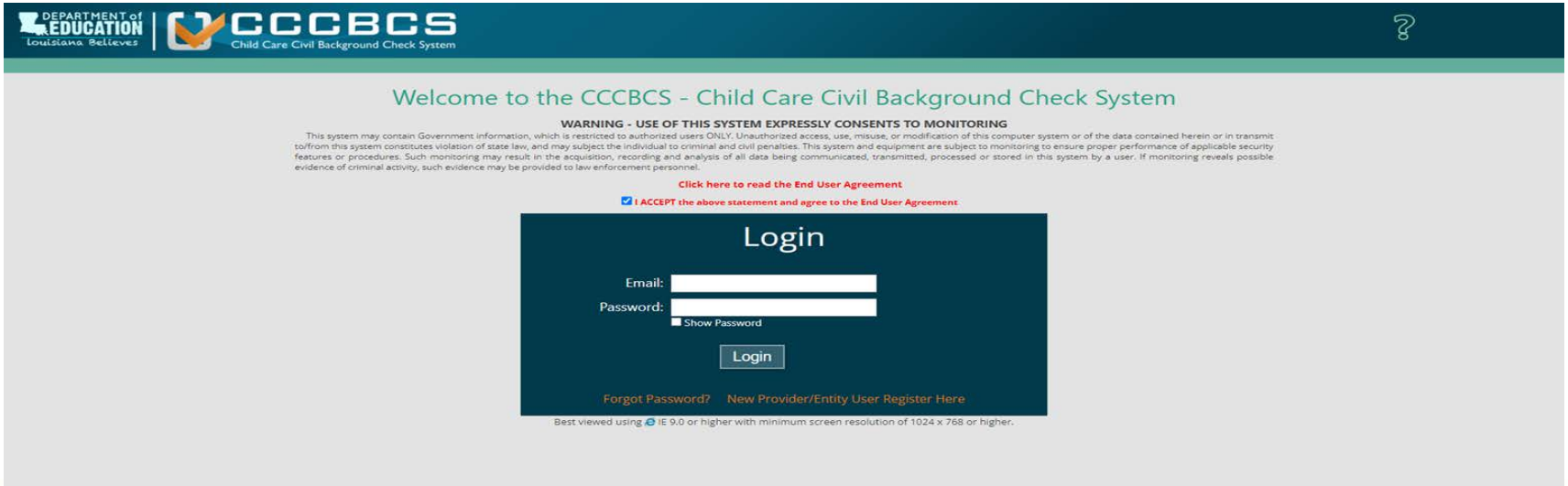
Click here to go to LDOE Child Care Civil Background Check System

Please do not reply to this email as it is automatically generated. If you have questions or concerns please contact the Criminal Background Check Unit by email at LDEchildcareCBC@la.gov or by phone at (877) 453-2721.

Sincerely,

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 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:**

The Provider Dashboard

Action Tabs:

- **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:

- **Outstanding Invoices Tab:**

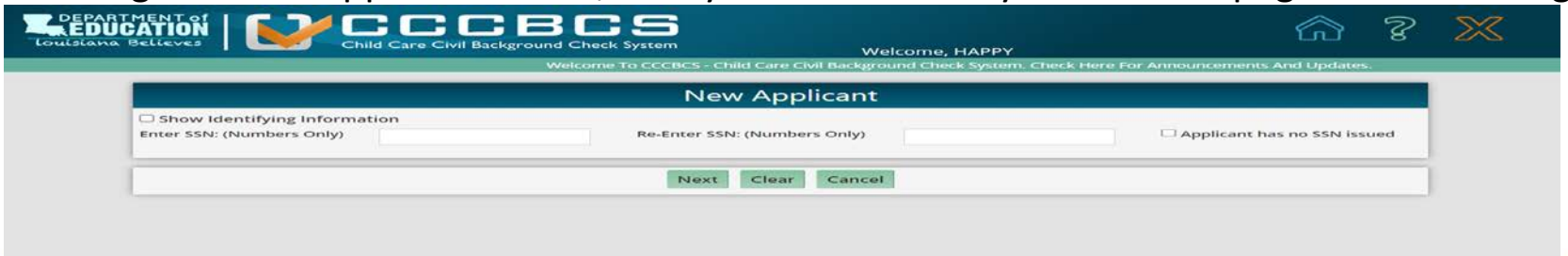
  To view any outstanding balances, select the Outstanding Invoices tab. Here you will find any unpaid applications as well as any additional fees that were required by LDE (i.e. the applicant was later found to have lived outside of the state). Payments may be made per application or by batch.

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

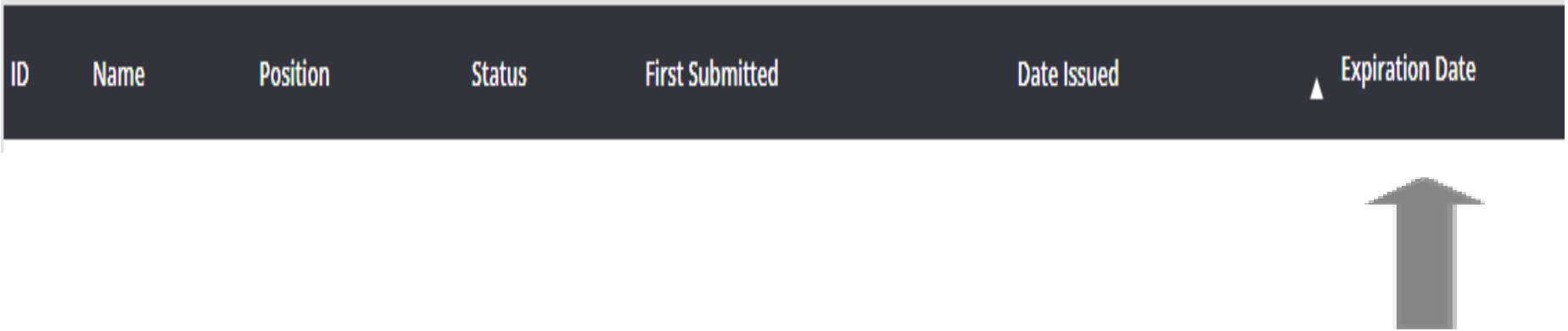
Provider Will View Applications Ready for CCCBC Renewals

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.



Select the Renew Button

- Applications ready for renewal will have a ‘Renew’ box near their expiration date.

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

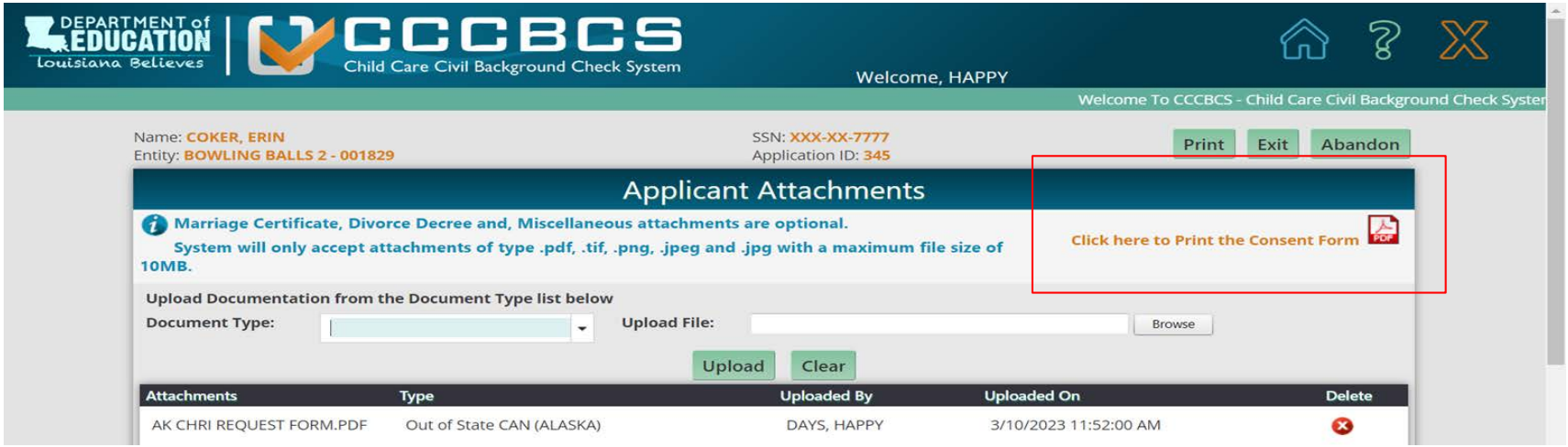
ID	Name	Position	Status	First Submitted	Date Issued	Expiration Date			
136	IRISH, PATTY	CONTRACTOR	PROVISIONAL FOR CHILD CARE PURPOSES	3/17/2018	2/3/2023	3/20/2023			Delete
159	XXXX

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).

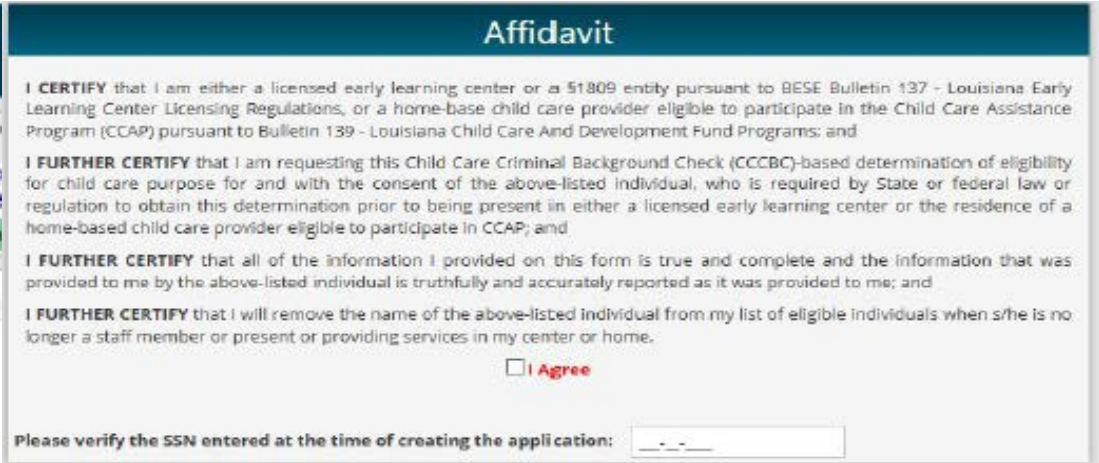
Uploading Applicant Attachments

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



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.



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.

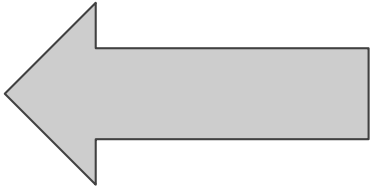
Out-of-State Process

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 ldecccbcprocessing@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

EARLY CHILDHOOD

CONFERENCE 2023

FOUNDATIONS FOR SUCCESS

JUNE 2-3, 2023

NEW ORLEANS ERNEST N. MORIAL CONVENTION CENTER (NOENMCC)

CONTACT US

Child Care Criminal Background Check Unit

General Processing
LDOECCCBCprocessing@la.gov
Out-of-State Processing
LDEChildcareCBC@la.gov
Password Reset/Locked Account
cccbcpasswordreset@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.