

Who will receive the Child Care Criminal Background Check (CCCBC) results?

Louisiana Department of Education (LDOE) will receive all results from the background check and will use the results to determine whether an employee or potential employee is eligible or ineligible for child care purposes. LDOE will send an email notification to the provider and applicant encouraging them to log in to LDOE's secure Child Care Civil Background Check system to view the determination.

If a center has multiple owners (ex, husband and wife), but one owner never enters the center, does the owner who never enters the center need to have a CCCBC-based determination of eligibility?

Yes. Regulations regarding who is required to have a criminal background check have not changed. Refer to Bulletin 137, §1807 and §1809 for an outline of all employees, owners, volunteers, independent contractors and visitors who are required to have a CCCBC. All owners, regardless of whether or not they are ever on the premises, must have a CCCBC-based determination of eligibility, unless they own less than a 25% share in the center and do not meet one or more of the criteria listed in Bulletin 137, §503.A.5.b. In that situation, the owner may submit a signed, notarized affidavit to the center in lieu of a CCCBC-based determination of eligibility.

Must an employee be dismissed immediately if a center receives notice from LDOE that the employee is Ineligible for child care purposes? What if the employee has worked at the center for 20 years?

Yes. An employee must be dismissed immediately, regardless of the years of employment, if a center receives notice that the employee is Ineligible for child care purposes. The center must immediately remove the person from the center and the center premises, and if the person is employed by the center, the center must terminate the employment of the person. See Bulletin 137, §1819.A.

If a person has previously submitted fingerprints for a Louisiana or FBI criminal background check, does the person have to submit a new set of fingerprints or will LDOE be able to use the fingerprints previously submitted?

The person must submit a new set of fingerprints for child care purposes.

Can a center start requesting CCCBC-based determinations of eligibility for current employees on March 1, 2018?

Transitional periods to phase in the CCCBC-based determinations are provided in BESE Bulletin 137, §1813; centers should follow these schedules to prevent an overflow of applicants at fingerprinting locations on March 1, 2018. However, centers may request a CCCBC-based determination prior to the scheduled times, as needed. Centers cannot apply for a CCCBC prior to March 1, 2018.

What is the timeframe for a person to submit an appeal if the person receives a Notice of Ineligibility for child care purposes?

An individual must submit a request for an appeal within 45 calendar days of the issuance of a Notice of Ineligibility. LDOE will issue a final decision on the appeal within 30 calendar days, if the request for appeal is sufficient and no additional information or documentation is required. If additional information or documentation is required, the final decision will be issued within 30 calendar days of receipt of the required information. The individual remains Ineligible for child care purposes during the appeal process.

Does a center have to have all CCCBC-based determinations requested before its annual renewal with the Division of Licensing?

No. A center may use the full transition period provided in Bulletin 137, §1813 to obtain CCCBC-based determinations for its current employees. This means that a request for a CCCBC-based determination of eligibility for all existing staff must be submitted no later than September 30, 2018. If the center's renewal application is due during the transition period, both existing satisfactory CBCs and new CCCBC-based determinations of eligibility will be accepted by the Division of Licensing. Note however, that beginning March 1, 2018; all new employees will be required to have a CCCBC-based determination of eligibility prior to beginning employment.

Do the new CCCBC requirements apply to persons who are on the premises but are not considered center staff? (Cafeteria workers, maintenance workers, housekeeping, etc.)

The regulations regarding who needs to have a criminal background check have not changed. Please refer to Bulletin 137, §1807 and §1809 for details on who needs a background check.

Can the criminal history information record (rap sheet) that LDOE receives be shared with the center, if the center pays the CCCBC fees the individual applicant agrees to allow the center to see it?

No. LDOE is prohibited by Louisiana and Federal law from disclosing any criminal history record information of the individual.

What is provisional employment status?

Provisional employment status is a temporary status that allows a person to be employed by a center on a “provisional” basis until all of the CCCBC results are received by LDOE and a determination of eligibility or ineligibility is made. Pursuant to both Louisiana and Federal law, LDOE may grant an individual provisional employment status if (a) the individual has submitted fingerprints and (b) LDOE has received the satisfactory results from either the Louisiana or FBI criminal history record. Note: A person with provisional employment status may be provisionally employed by a center only if they

are monitored by the center in accordance with Bulletin 137, §1811.D, pending receipt of all CCCBC results.

We have independent contractors that come into our center for services (such as Tumbler Tiger, Gymnastics, and Soccer). These independent contractors are not specifically listed in the regulations. Do these independent contractors need to have a CCCBC-based determination of eligibility?

Yes, all independent contractors that currently need a background check and are present at a center or on the center's premises must have a CCCBC-based determination of eligibility in order to provide services at a center. These contractors must have a center request CCCBC-based determinations of eligibility on their behalf. The provider is not, by law, responsible for paying for the CCCBCs for these independent contractors. Since the determination of eligibility for child care purposes is available to all licensed centers, the independent contractors only need one provider to make the request.

Will contractors still be able to use a Right To Review (RTR), CBC affidavit or annual CBC letter as proof of a background check instead of having a CCCBC-based eligibility determination? (E.g. Mental Health Consultants, CLASS Observers, therapeutic services, etc.)

No. After March 1, 2018, the ability to use the RTR, annual letter, and/or affidavit will end with the expiration of the RTR, annual letter, and/or affidavit or on September 30, 2018, whichever is earlier.

If my Right to Review expires in December 2017, do I have to pay to submit fingerprints again and get a new CBC or RTR before March 1, 2018?

Yes. A person must always have either a satisfactory CBC (which includes a RTR) or a CCCBC-based determination of eligibility for child care purposes. If a RTR expires prior to March 1, 2018, the person must obtain a new RTR or satisfactory CBC prior to the expiration of the existing RTR. If a RTR expires after March 1, 2018, the person must obtain a new CCCBC-based determination of eligibility prior to the expiration of the RTR. If a person obtains a satisfactory CBC between now and February 28, 2018, they will need to apply for a CCCBC by September 30, 2018.

How do persons other than staff members who provide services in centers get CCCBC-based determinations of eligibility for child care purposes?

Bulletin 137, §1809 identifies certain entities that may obtain CCCBC-based determination of eligibility from LDOE for employees and others listed persons who provide services in centers and therefore must have a CCCBC-based determination of eligibility. The §1809 entities listed below may set up a user account in LDOE's Child Care Civil Background Check System and apply on behalf of these individuals through the online System. The individual will then be required to submit fingerprints at the fingerprint location. LDOE will send notice of the determination of eligibility to the requesting §1809 entity and to the individual for whom it was requested.

The following §1809 entities may apply for a CCCBC-based determination of eligibility through LDOE for their employees and contract employees who provide services in centers:

- Local educational agencies
- Resource and referral agencies approved by BESE and under contract with LDOE
- Entities approved by BESE and under contract with LDOE to provide mental health consultations in centers
- Teacher preparation programs approved by BESE
- Accredited Louisiana universities
- Lead agencies approved by BESE and under contract with LDOE
- Louisiana Department of Health, which provides IDEA, Part C services for children in centers
- Third party contractors approved by BESE and under contract with LDOE to provide services in centers
- Entities approved by LDOE that provide services in centers

See Bulletin 137, §1807 and §1809 for an outline of all employees, owners, volunteers, independent contractors and visitors that are required to have a CCCBC-based determination of eligibility.

I am locked out of the CCCBC.

We constantly check for providers locked out. Wait 30 minutes and you will receive a reset password email. If not, please email us at cccbcpasswordreset@la.gov.

The temporary password is not working.

Make sure your computer does not have your old password already saved. If you are copying and pasting please make sure there are no spaces before or after the temporary password. Always click “Show password” to ensure the right password is entered.

I keep getting an error when I try to input my email.

You can only use an email address once. If you are a provider you will have to have two different email addresses: a system user email and applicant email.

I need to add a new user to the center.

Go to the login page. Once there, click the option “New Provider/Entity User Register Here.” If there is a message “the email is already in use” another email address is needed.

****Registering as a new provider is not an application for a background check. It only sets up a provider portal.****

I log into the CCCBC but it is only showing my background check.

This means you are logging into your own individual applicant portal instead of the provider portal. Double check your email to make sure you are using the correct login.

I am having trouble pulling up the CCCBC website.

The CCCBC system works best with google chrome.

How can I add an applicant that has an existing background check to my roster?

- Go to “New application” tab (as if you are starting a new application)
- Enter the applicant’s SSN.
- The applicant’s name should automatically appear.

If the applicant’s name does not appear:

- Check off the option saying the applicant has no SSN, enter the applicant’s license.
- If you are still having trouble email ldcccbcprocessing@la.gov for a follow up call.

My applicant(s) are showing up in Corrections Requested.

View the Notification tab in your CCCBC System. The email will also be sent to the email account used to log into the CCCBCS website.

Once the correction is made to the application, please make sure you resubmit the application back to us. See the Corrections Request Tutorial

I received an email from DCFS stating Additional Information is Needed.

- The applicant's consent and disclosure form and/or driver's license are incomplete, illegible, or missing. Please resubmit both requested documentation.
- If the applicant is married, divorced or widowed, the maiden and last name cannot be the same.
 - If you do not legally change your name, add your spouse's last name as an alias on your application.

What can I use if my applicant does not have a driver's license?

Any government-issued form of identification with a combination of a picture and name is acceptable. **We do not accept school ID's.**

I have an applicant that is under 18 that is constantly returned for corrections.

If an applicant is under the age of 18 years old, a parent/guardian signature along with the applicant's signature is needed for the initial consent and disclosure form.

Once both signatures are received, we will be able to proceed with the application.

I keep having problems entering an applicant's residential history.

Be sure the dates entered add up to 5 years. The end date must include the current month you are submitting the application. Once you select 'Save' for the address, the field resets and you will find the saved address at the bottom of the screen above the arrows.

I need an invoice for a background check.

View the Invoice Tab located on your CCCBC Provider Dashboard.

I paid for an applicant's background check but they did not take the job. How can I get a refund?

If you do use the coupon codes with Idemia you will not be charged until the applicant gets fully fingerprinted. **The \$40 LDOE fee is nonrefundable.**

I have applicant(s) ready for CCCBC five-year renewal, what do I need to do?

- You can start the renewal process when applicants are within 90 days of expiring.
- Log into your CCCBC System
- View 'Eligible for Child Care Purposes' queue
- Sort by Expiration Date
- Select Renew
- Complete Renewal Application
- Go to the nearest location for fingerprinting.

Is fingerprint resubmissions required for CCCBC five-year renewal?

Yes, fingerprint resubmission is required for a complete CCCBC background check.

What are the fees for the CCCBC background checks?

There are TWO separate fees:

- A \$40 fee that includes LDOE and DCFS fees.
- The fingerprint fee is \$55.25 or \$60.25 depending on if the site is a Sheriff's Office.
- The \$40 fee was waived due to covid-19 in 2020; however, it was reinstated July of 2022.

I missed the three Idemia Webinars. Where can I find the link for the information?

In the next week or so the recording of the webinar and slides will be posted on [Early Childhood Criminal Background Check \(louisianabelieves.com\)](https://www.louisianabelieves.com/early-childhood-criminal-background-check).

Is there an alternate fax number Idemia?

There is only one fax number for Idemia. It is (952)945-3326; however, if you are having trouble sending the fax or do not have a fax machine you can email the forms to lauepaccounts@us.idemia.com .

Does the applicant pay for their own background check?

No. Federal law prohibits applicants from paying for their own background checks. Idemia has two payment options the employer can choose from to pay for background checks.

What are the two payment options for Idemia?

- **Payment at the time of service** – Applicants can pay by employer’s credit card, money order, or business check at the time of the appointment.
- **No Charge Authorization Codes** – This service is offered to agencies/entities that are paying for their applicants background checks online. The agency utilizing this service will provide a credit card when registering and a minimum of 150 unique authorization codes will be issued to the agencies. These codes are good for one year and the credit card is only charged after the applicant completes the fingerprint appointment. If codes aren’t used they will expire and the credit card will not be charged.
- Cash is **not** accepted by Idemia.

We have multiple centers. How should we pre enroll for Idemia?

We would suggest creating a different pre enrollment form for each center in Idemia.

What is the service code for Idemia?

The service code for all early childhood centers is 27N4H8.

What is the UE ID?

The UE ID is a unique identification code for each applicant getting fingerprinted.

How do we follow status for applicants?

You will still refer to the [CCCBC System](#) for any status updates with the applicants.

What are the fingerprint locations for Idemia?

When applicants pre-enroll for fingerprints, Idemia will search for the nearest fingerprint location to the applicant's address for scheduling. If you would still like to see all the fingerprint locations you can visit this link:

<https://www.identogo.com/locations>. Fingerprint locations are frequently updated.

Can providers send a group of applicants together to be printed with the NCAC code?

Yes. Multiple applicants can go together to be printed; however, each applicant has to pre-enroll to be printed and schedule the same time or around the same time as their coworkers.

Is the name of the "customer" the name of the center or of the director?

You would use the name of the center as the customer name.

I paid for an applicant to be fingerprinted through Gemalto, however; they did not make it to the fingerprint location by May 4, 2023 to be printed before Idemia took over. What happens now?

- The fastest way to obtain a refund is by manually canceling the registration. Link to cancel Gemalto registration: https://pci.aps.gemalto.com/laperlpub/cancel_registration_pci.pl?UserType=Z
- To schedule a fingerprinting appointment with the new vendor, IDEMIA, please visit: <https://uenroll.identogo.com/>

Service Code: **27N4H8**.

We are waiting for Idemia to set our account up. How can we pay for fingerprints in the meantime?

Applicants can pay by the employer's credit card, money order, or business check at the time of the appointment.

Who do we write the business check out to?

The business check can be made out to Idemia or Identogo.

If we do not plan on using the coupon codes do we need to still make an Idemia account?

No, You will just send your applicant with the provider's credit card, money order, or business check at the time of the fingerprint appointment.