



Caregiver Background Unit
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Governor Tony Evers
Secretary Emilie Amundson

Division of Early Care and Education
Bureau of Early Care Regulation

June 11, 2019

BECR Memo 2019-11

To: **Child Care Center Contractors**

From: Mark E. Andrews, Director
Bureau of Early Care Regulation

A handwritten signature in blue ink, appearing to read "Mark E. Andrews", with a horizontal line underneath.

RE: Child Care Background Checks

PREVIOUS MEMOS

In the last year, the Department of Children and Families (DCF) has released multiple memos outlining the various steps we have taken to address the changing federal requirements attached to the Child Care Development Block Grant (CCDBG). These memos are located here: <https://dcf.wisconsin.gov/ccregulation/memos> and should be reviewed if you are unfamiliar with the recent changes. These memos are issued pursuant to §48.686, Wis. Stats.

BACKGROUND CHECKS ARE GETTING FASTER

DCF is happy to announce that the average time for a background check has been reduced to 26 working days from time of fingerprint-submittal to the final eligibility decision. The majority of background checks are being completed in a much shorter timeframe, however, background checks on individuals who have resided out of state can require more time. DCF is working both internally and with other states to make our processing time even shorter.

WEBSITE UPDATES

At the end of February we asked over 1000 providers to give us feedback on our new background check rollout. One of the largest concerns providers voiced was the difficulty of navigating the background check-related web pages. In response, we have changed the language of our background check webpages to be more direct, and made getting to answers and tools on our website easier. We encourage all providers to go to <https://dcf.wisconsin.gov/ccbgcheck> to see these updates.

PORTAL AND PROCESS IMPROVEMENTS

Alongside website improvements, the biggest provider concerns established by our February survey were waiting for fingerprint instructional letters, and document organization. In July of 2019, DCF will be making many improvements to our portal. Among the improvements we are making, is allowing providers to get access to an individual's fingerprint letter (and Fieldprint code) at the time they submit the Background Check Request form. Secondly, all documents for an individual will now be organized under the individual's profile. This will allow providers to find things like eligibility letters and fingerprint letters without scrolling through their entire

document inbox. We hope this helps address the timing and convenience concerns that providers have voiced.

INDIVIDUALS WITH PROSPECTIVE STATUS IN THE CHILD CARE PROVIDER PORTAL

As child care providers continue using the Child Care Provider Portal to request background checks for their employees, DCF has noticed an increase in individuals who are never moved from “prospective” status when their final eligibility determination is made. It is important that providers change an individual to either “Current” when hired, or “Not Employed” and add an end date if they decide not to hire the individual. This is important for two reasons:

1. The individual’s eligibility only lasts if they have been attached to a facility in the last 180 days. If they never leave prospective status, they will lose eligibility 180 days from their final eligibility determination.
2. Providers will still be charged for annual checks on individuals attached to their center with “Prospective” status.

These problems can only be avoided if an individual is set to the proper status by the programs they are attached to. DCF asks that providers please double check that the individuals in their Provider Portal profile have been set to the proper status.

HELPFUL LINKS AND RESOURCES

DCF has developed a web page that contains information and tools for going through the new background check process. We encourage all child care operators to visit the web page frequently to learn more about the process. The web page can be found here:
<https://dcf.wisconsin.gov/ccbgcheck>

An updated FAQ answering common questions from providers has been created here:
<https://dcf.wisconsin.gov/ccregulation/backgroundcheckfaq>

More information will be coming as we continue to perform background checks. If you have not yet signed up to receive DCF emails, you can subscribe here:
<https://dcf.wisconsin.gov/childcare/email-signup>