

Wisconsin Child Care Regulatory System (WISCCRS)

User Guide

Fingerprint-Based Background Check Requests CHILD CARE CERTIFICATION

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WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

Table of Contents

Background	2
Retrieving Fingerprint-based Check Results (FBI)	2
Interface Results	2
Manually Uploaded FBI Results/Documents	3
Validation at Certification Approval	4
WISCCRS Fingerprint Request Screen Functionality	4
Paper Card Requests:.....	4
Step 1 – Fingerprint Materials Sent.....	5
Step 2 – Fingerprint Card Sent	5
Step 3 – Fingerprint Card Received.....	6
Step 4 – Fingerprint-based (FBI) Check Requested	6
Sending a Second Set of Cards	7
Digital	7
DOJ Name-based Background Checks	8

The WISCCRS User Guide on Fingerprint-based Background Check Requests has been divided into separate User Guides for certification and licensing.

- Fingerprint-Based Background Check Requests – Child Care Certification, DCF-P-5138
- Fingerprint-Based Background Check Requests – Child Care Licensing, DCF-P-5139

Background

A change in the caregiver law affecting child care programs receiving or eligible to receive Wisconsin Shares payments took effect July 2, 2013. The new requirement will be implemented in 2014. The law requires the Certifying Agencies to conduct a one-time fingerprint-based criminal record search on any individual who is:

1. An applicant or certified operator receiving or wishing to receive Wisconsin Shares payments.
2. A household member or non-client resident at least 18 years of age residing on the premises of a proposed or certified program receiving or wishing to receive payments from Wisconsin Shares.
3. An applicant or certified operator who has not been a resident of Wisconsin at any time within the last three years.
4. A household member or non-client resident at least 18 years of age that has not been a resident of Wisconsin at any time within the last three years.
5. The Certifying Agency determined the individual's employment, certification, or state court records provide a reasonable basis to require a fingerprint-based criminal record check.

Certification agencies conduct an annual name-based caregiver background checks for certified operators, adult household members, adult caregiver employees and volunteers. Certification agencies will conduct the **one-time** fingerprint –based criminal background check for certified operators, adult household members, and adult caregivers . Certification workers shall refer to the [Child Care Certification Caregiver Background Check Manual – Module 2](#) for additional guidance.

Retrieving Fingerprint-based Check Results (FBI)

Retrieve the fingerprint-based results using your agency's DOJ online account access, just as you would retrieve results of a name-based background check. This applies to results for both digital and paper requests.

In order to comply with FBI rules related to fingerprint-based background check results additional security features have been added to WISCCRS and a new procedure for uploading FBI documents is in place.

Interface Results

DOJ background checks (name-based and fingerprint-based) conducted by DCF for licensed providers are loaded directly into WISCCRS via an interface system with DOJ. In the past certifiers were able to access background check results loaded into WISCCRS via the interface by clicking on a "View Results" link (screen shot below). With the new security features only licensing DCF staff can view/access fingerprint-based results/records on licensed providers. Certification workers can no longer view the results of an FBI check on licensed providers.

Individual Background Checks						
Type of Check	Status	Date Requested	Date Received	Next Check Date	Updated Date	
County Reference Letter	Follow-Up Required	08/17/10			08/17/10	
Doj/Dhs	Complete	09/20/10	09/22/10	09/20/11	09/22/10	
Military	Follow-Up Required	08/17/10			08/17/10	

Name: Doris Randall
Relationship: Wife
Role: Applicant/Licensee

Modify Individual

Type of Check: Doj/Dhs [View Results](#)
 Date Requested: 09/20/2010
 Date Received: 9/22/2010
 Next Check Date: 9/20/2011
 Status: Complete
 Record Found: Yes No Not Received

Although certifiers can no longer access FBI results, certification workers may still access the results of the DOJ/DHS name-based background check conducted by DCF using the “View Results” link. If a certifier tries to view results for an FBI check, however, they will get an error message “Authorization Failed. You are not authorized to perform this action!”

Error - Authorization Failed

You are not authorized to perform this action!

Provider Information:
 Provider/Loc Number: 2800039412 / 001
 Facility Number: 1122341
 Facility Address: 123 Ann St, Annapolis, WI 45454
 Licenser Name: Oia Officemanager-Sero
 Certifier Name: Clark Certifier

Applicant Information:
 Name: Anna Applicant
 Relationship: Applicant/Licensee
 Role: Applicant/Licensee

Modify Individual Background Check:
 Type of Check: FBI/Doj [View Results](#)
 Date Requested: 06/20/2014
 Date Received: 6/24/2014
 Next Check Date:

Manually Uploaded FBI Results/Documents

When uploading FBI/out-of-state results manually, the document must now be uploaded using the ‘Confidential Documents’ link under the ‘Individual’ tab/individual’s name.

Applicants/Licensees			
Name	DOB	SSN	Role
Anna Applicant	01/01/66		Applicant/Licensee

[Aliases](#) [Background Check](#) [Training Documents](#) [Confidential Documents](#) [Fingerprint Request](#) [DOR Request](#) [DWD Request](#)

The FBI/Out-of-State Document Type (drop down menu) has been moved from the 'Documents' link under the individual's name to 'Confidential Documents' under the individual's name.

Certification staff cannot access manually uploaded FBI records on licensed providers and licensing staff cannot access manually uploaded FBI documents on certified providers.

If certifiers have questions regarding a background check conducted by the DCF background check unit they may contact the unit at:

Phone number: 608-422-7400

Fax number: 608-267-2200

Email address: DCFPLicBECRCBU@wisconsin.gov

Validation at Certification Approval

WISCCRS has been modified so that it checks that either DOJ/DHS or FBI/DOJ check has been entered for all individuals required by the law before the regulatory approval can be granted.

WISCCRS Fingerprint Request Screen Functionality

This user guide explains the fingerprint tracking screen that can be used to track fingerprint-based checks for certified providers. The use of the tracking screen is voluntary. If the agency wants to track the process in a different manner, the fingerprint-based check can be entered directly onto the Background Check Screen using the same background check functionality that has been in place since WISCCRS roll-out in 2011.

Below are the steps for tracking both the digital and paper card fingerprint-based check.

Paper Card Requests:

The Fingerprint Request screen in WISCCRS can be used to track stages of a fingerprint request. None of the steps are mandatory and one or more can be skipped if the agency has a different process in place.

From the Individuals screen, access the 'Fingerprint Request' screen. NOTE: This link only displays for individuals subject to the fingerprint law as follows:

If the Role in WISCCRS is:

- Applicant/licensee
- Employee
- Household Member/Occupant
- Other
- Student Intern
- Volunteer

Other Individuals				
Add New Individual	Select Individuals from other Locations			
Name	DOB	SSN	Role	
Freddy Fingerprint	06/06/66	454-56-2121	Household Member/Occupant	 
Aliases Background Check Training Documents Fingerprint Request				

Step 1 – Fingerprint Materials Sent

Some agencies send out informational materials on the fingerprint-based background check process to new applicants in application packets or in a separate mailing. If you want to record this step, click on 'New Fingerprint Request' and enter the dates as shown in the screen print below. If your agency does not want to use or track this step, the system allows skipping it.

New Fingerprint Request

Fingerprint Request Status * Fingerprint Materials Sent ←

Fingerprint Received Type Card Digital N/A

Fingerprint Materials Sent Date 1/10/2014  ←

Fingerprint Card Sent Date 

Fingerprint Card Received Date 

FBI Check Requested Date 

Fingerprint Transaction Control Number

Comments

Step 2 – Fingerprint Card Sent

If/when the provider informs the regulatory agency that s/he wants the fingerprint-based check done, in order to be eligible to receive Wisconsin Shares, the regulatory agency sends the provider paper card(s) with the agency's DOJ account number pre-printed on the cards. To record this step, access the 'Modify Fingerprint Request'. Then change the 'Fingerprint Request Status' to 'Fingerprint Card Sent', and in the 'Fingerprint Card Sent Date' field, enter the date the cards were sent to the provider. NOTE: You will be able to view the various status changes using the history screen.

Modify Fingerprint Request	
Fingerprint Request Status *	Fingerprint Card Sent 
Fingerprint Received Type	<input type="radio"/> Card <input type="radio"/> Digital <input checked="" type="radio"/> N/A
Fingerprint Materials Sent Date	1/10/2014 
Fingerprint Card Sent Date	1/13/2014  
Fingerprint Card Received Date	<input type="text"/> 
FBI Check Requested Date	<input type="text"/> 

Step 3 – Fingerprint Card Received

Once the provider/individual has had his/her fingerprints rolled/collected at a police or other law enforcement agency or by trained human services county staff, the provider returns the completed card(s) to the regulatory agency. To record this step, access the 'Modify Fingerprint Request' screen and change the status to 'Fingerprint Card Received', click on the 'Fingerprint Received Type' to be 'Card' and finally, enter the date the print was received by the agency

Modify Fingerprint Request	
Fingerprint Request Status *	Fingerprint Card Received 
Fingerprint Received Type	<input checked="" type="radio"/> Card <input type="radio"/> Digital <input type="radio"/> N/A 
Fingerprint Materials Sent Date	1/10/2014 
Fingerprint Card Sent Date	1/13/2014 
Fingerprint Card Received Date	1/15/2014  
FBI Check Requested Date	<input type="text"/> 

Step 4 – Fingerprint-based (FBI) Check Requested

When the agency submits the paper cards to DOJ for processing, record this step by accessing the 'Modify Fingerprint Request' screen and change the status to 'FBI Check Requested' and enter the date.

Modify Fingerprint Request	
Fingerprint Request Status *	Fbi Check Requested 
Fingerprint Received Type	<input checked="" type="radio"/> Card <input type="radio"/> Digital <input type="radio"/> N/A
Fingerprint Materials Sent Date	1/10/2014 
Fingerprint Card Sent Date	1/13/2014 
Fingerprint Card Received Date	1/15/2014 
FBI Check Requested Date	1/17/2014  
Fingerprint Transaction Control Number	<input type="text"/>
Comments	<input type="text"/>

When this step is done, the system automatically creates a record in the Background Check

Screen.

NOTE: The FBI value in the 'Type of Check' pull-down menu has been modified to 'FBI/DOJ' because a complete DOJ name-based check is included in each fingerprint-based background check request.

Individual Background Checks							
New Individual Background Check				Request DOJ Background Check			
Type of Check	Status	Date Requested	Date Received	Next Check Date	Background Check Fee	Fee Status	Updated Date
County Reference Letter	Complete	11/01/13					12/03/13
Fbi/Doj	Pending	01/17/14					01/17/14
Sor	Complete	11/01/13					12/03/13

The rest of the steps can be tracked on the 'Modify Background Checks' screen.

Modify Individual Background Check

Type of Check: Fbi/Doj

Date Requested: 12/15/2013

Date Received:

Next Check Date:

Status * Pending

Record Found * Complete

Flag * Follow-Up In Progress

Flag Comment:

Sending a Second Set of Cards

Sometimes, a second set of fingerprint cards must be submitted to DOJ because the fingerprints are rejected by DOJ because the prints are not readable. If this is the case, simply enter a new 'Card Sent Date' on the 'Modify Fingerprint Request' screen. The history screen shows both entries.

Fingerprint History							
Request Status	Materials Sent Date	Card Sent Date	Received Type	Card Received Date	FBI Check Requested Date	Updated Date	Transaction Control Number
Fingerprint Card Sent		01/15/14				01/17/14	
Fingerprint Card Sent		01/13/14				01/17/14	

In rare and case-specific situations, an individual may not be able to submit fingerprints because of a physical disability or the low quality of their fingerprints. In these cases the individual will need to have their prints collected digitally.

Digital

Certification agencies may utilize FieldPrint services to collect fingerprints digitally and retrieve results through the agency's DOJ account. In this scenario, the use of the 'Fingerprint Request' screen is not necessary unless the agency wants to record 'Fingerprint Materials Sent' date and/or the Type (digital vs. card). Instead, the fingerprint -based (FBI) check can be entered directly onto the Background Check Screen under the individuals module.

New Individual Background Check	
Type of Check *	<div style="border: 1px solid gray; padding: 2px;"> Ccap Child Protective Services County Reference Letter Doj/Dhs Fbi/Doj Local Law Enforcement Military Other Out Of State </div>
Date Requested *	12/17/2013
Date Received	12/17/2013
Next Check Date	
Status *	Complete
Record Found *	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Not Received
Comments	TCN number FP1012121212212123131

DOJ Name-based Background Checks

As of March 19, 2014, the fingerprint-based (FBI) checks include results of juvenile records (serious offenses), IBIS and Wisconsin adult arrests. No DOJ name-based check is needed if the agency has conducted a fingerprint-based check on the individual.