

Wisconsin Child Care Regulatory System (WISCCRS)

User Guide

Fingerprint-Based Background Check Requests

CHILD CARE LICENSING

July 7, 2017



WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

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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 Department to conduct a one-time fingerprint-based criminal record search on any individual who is:

1. An applicant or licensee 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 licensed child care center receiving or wishing to receive payments from Wisconsin Shares.
3. An applicant or licensee 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 Department determined the individual's employment, licensing, or state court records provide a reasonable basis to require a fingerprint-based criminal record check.

A fingerprint-based criminal record search is conducted annually on any applicant/licensee who currently resides in a state other than Wisconsin.

DCF conducts annual name-based caregiver background checks for licensees, adult household members and minor employees. The one-time fingerprint-based criminal background checks will be conducted by the Department for licensees and adult household members.

Retrieving Fingerprint-based Check Results (FBI)

The DCF/DOJ interface has been modified so that the FBI results are brought into WISCCRS in a similar manner as the DOJ results. A new section has been added to the View Results screen where the FBI results are displayed.

In order to comply with the FBI security rules around accessing the finger print results, the following changes have been made to WISCCRS screens:

1. Only licensing users are able to view fingerprint based checks on licensed providers. Staff in certification agencies cannot view the results of an FBI check on licensed providers and vice versa.
2. The FBI results can only be viewed when the user is logged into the DCF VDI system. Licensing staff cannot view the results using the Safari browsers on their iPads or using computers outside the VDI.
3. A second login ID is needed to access the FBI results. The ID used is the 'accounts' ID that DCF staff uses for Star, Outlook and other systems.

The screens have been modified as follows:

1. A second tier of login is now required to access the fingerprint results.

The screenshot shows a provider information page with a yellow header that reads "Provider is both certified and licensed". The page contains fields for Provider/Loc Number, Facility Number, Facility Address, Applicant/Loc Number, Facility Name, Licensor Name, and Certifier Name. Below this is an "Individual" section with fields for Name, Relationship, and Role. At the bottom, there is a "Modify Individual Background Check" section with fields for Type of Check, Date Requested, Date Received, and Next Check Date. A red box highlights the "View Results" link next to the "Fbi/Doj" type of check.

After you click on View Results link on the above page, the following page displays.

The screenshot shows a login page with a yellow header that reads "Provider is both certified and licensed". The page contains fields for Provider/Loc Number, Facility Number, Facility Address, Applicant/Loc Number, and Facility Name. Below this is an "Individual" section with fields for Name, Relationship, and Role. In the center, there is a "View FBI / DOJ Background Check" box with the instruction "Use your 'ACCOUNTS' username and password". It contains fields for "User Name" and "Password", and a "Log In" button. A red box highlights the "User Name" and "Password" fields.

Enter your 'accounts' user ID and password to access the FBI results.

2. Manually uploaded FBI results.

Occasionally, the CBU staff must manually upload the FBI results. Those results are now loaded into the Confidential Documents page under the Individual tab.

The screenshot shows a table with the following data:

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

Below the table, there are several links: [Aliases](#), [Background Check](#), [Training](#), [Documents](#), [Confidential Documents](#) (highlighted with a red box), [Fingerprint Request](#), [DOR Request](#), and [DWD Request](#).

The FBI/Out-of-State Document Type is available in the Confidential Documents screen. It has been removed from the Documents screen.

The screenshot shows a form titled "Location Confidential Document Upload". It has the following fields:

- Form/Document Type ***: A dropdown menu with "Fbi/Out-Of-State" selected (highlighted with a red box).
- File Type ***: A dropdown menu with "Adobe Pdf Document" selected.
- Received Date ***: A date field with "6/27/2017" entered.
- New File ***: A text field with "H:\Documents\cares\WIS" entered and a "Browse..." button next to it.
- Comments related to scanned document**: A text area for entering comments.

Certification staff cannot access manually uploaded FBI records on licensed providers and licensing staff cannot access documents uploaded by the certification agency.

Flagging FBI results

If the FBI check has results other than ‘No record found’, those records are flagged in the CBC module. CBU staff will review all flagged records including FBI results. If a review by the licensing specialist is necessary for a record, it is pushed over to the Findings module. NOTE: It is possible that certain offenses originating from WI DOJ are received again via FBI (felonies and serious misdemeanors).

Validation at License 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 Functionality

This user guide explains various fingerprint-related functions and screens such as:

- Entering triggers for generating fingerprint-letters
- View fingerprint check status
- View system-generated letters sent to facilities
- Fieldprint Discrepancy module

Ad hoc Fingerprint Requests

WISCCRS has been modified so that the fingerprint request triggers for licensed providers (and household members, etc) can be entered into the system. Once a week, the system generates a mailing (Wednesday nights) to facilities that have had a fingerprint request entered during the previous week.

An ad hoc request can be entered for the following individuals:

1. A new licensing applicant who has indicated on his/her licensing application that s/he will be participating in the YoungStar (YS) program.
2. A new licensing applicant who will **not** participate in the YS program but has resided outside Wisconsin within the last three years. This also applies to adult household members.
3. Adult household member residing in currently licensed facility who on his/her BID indicates that s/he has resided outside Wisconsin within last three years.
4. Applicant/Licensee who permanently resides out-of-state.
5. Individual with concern.

Entering the Fingerprint Trigger into WISCCRS

Licensing staff who have either CBU or Central Office security clearance can request fingerprint letters to be generated. All WISCCRS users are able to view the information. The screen prints below reflect the screens of the update user.

The requests can be created for individuals in WISCCRS whose Role is:

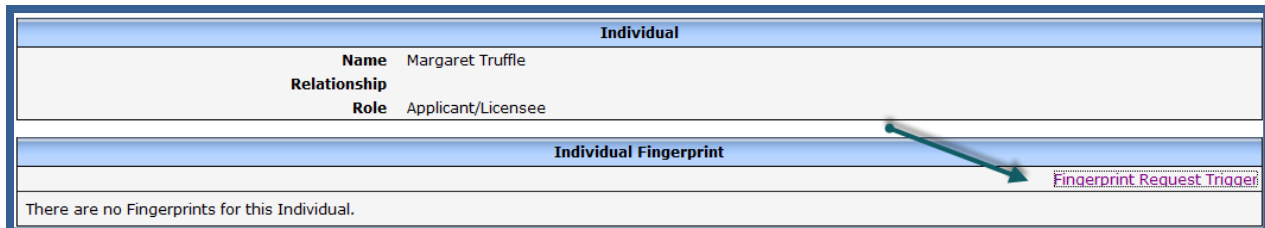
- Applicant/licensee
- Household Member/Occupant
- Other
- Student Intern

Below are steps that explain the process:

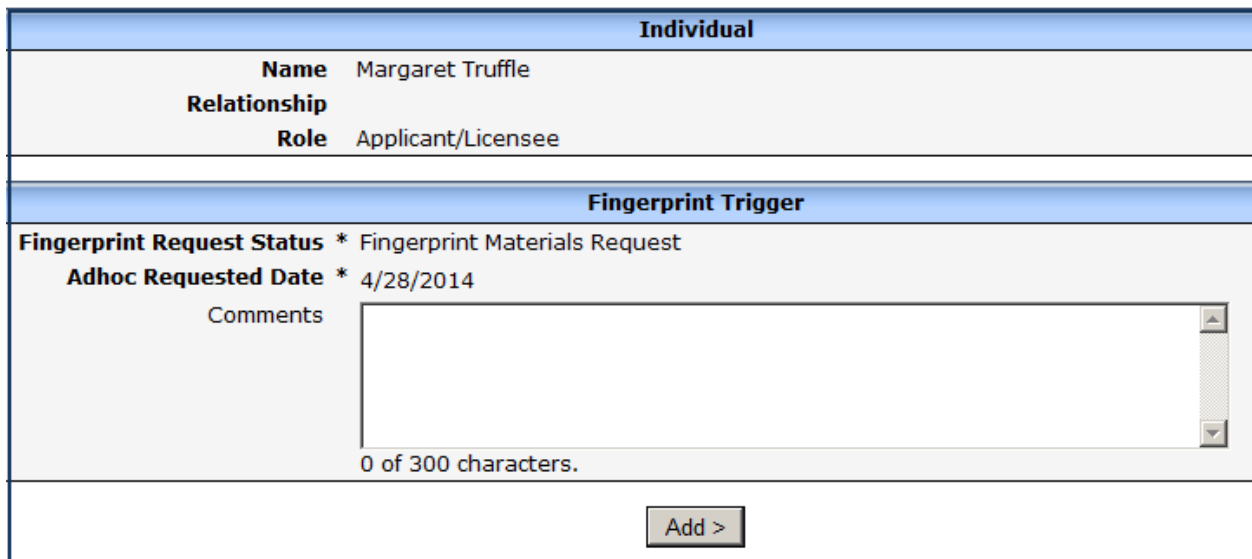
1. Access the individual who needs the fingerprint-based check done. Click on the 'Fingerprint Request' link.



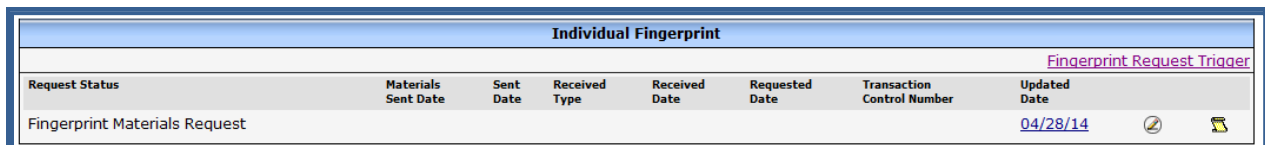
2. Click on the 'Fingerprint Request Trigger' link.



3. On the 'Fingerprint Trigger' page, click on 'Add'. Only updatable field on this screen is the Comments field.



4. The following screen displays the Status of the check.



The batch that generates the fingerprint letters is run on Wednesday night and the letters are mailed from Madison on Thursdays.

Triggers entered in error

If the letter trigger is entered into WISCCRS in error (either the individuals accidentally marked living out of state or the error was made by BECR staff), the request cannot be deleted. In these scenarios, please contact the licensee to inform that the letter will be mailed but that s/he is not required to have the fingerprints submitted.

Fieldprint / DCF Interface

Web service between the Fieldprint and DCF will bring the details into WISCCRS once the individual has submitted the fingerprints at one of the Fieldprint locations. The TCN code is automatically inserted into the 'Fingerprint modify' page in WISCCRS. The TCN code is used to retrieve the FBI results from DOJ. The interface runs every Friday.

Modify Fingerprint Request

Fingerprint Request Status * **Fbi Check Requested**

Fingerprint Received Type N/A

Fingerprint Materials Sent Date

Fingerprint Card Sent Date

Fingerprint Card Received Date

FBI Check Requested Date

Fingerprint Transaction Control Number

Comments

0 of 300 characters.

Once the information from Fieldprint is received the status of the request is automatically changed to 'FBI Check Requested'. The history screen shows the details.

Individual								
Name		Annabel Belman						
Relationship								
Role		Applicant/Licensee						
Fingerprint History								
Request Status	Materials Sent Date	Card Sent Date	Received Type	Card Received Date	FBI Check Requested Date	Updated Date	Transaction Control Number	Comments
Fbi Check Requested						04/28/14	881000000000	
Fingerprint Materials Sent						04/22/14		
Fingerprint Materials Request						04/22/14		

As soon as the system changes the request status to 'FBI Check Requested', an FBI/DOJ record is automatically created in the Background Check screen. The status of the record will be in Pending status until the results are received. WISCCRS sends the pending record to DOJ at next batch run.

Individual								
Name		Annabel Belman						
Relationship								
Role		Applicant/Licensee						
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	
Fbi/Doj	Pending	04/28/14					04/28/14	

DCF/DOJ interface is enhanced so that the FBI results are displayed in WISCCRS similarly to DOJ name-based results. Once the results are retrieved from DOJ, the FBI/DOJ status will automatically change to Complete and the results are available to be reviewed

Individual							
Name	Household Member						
Relationship							
Role	Household Member/Occupant						
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
Fbi/Doj	Complete	06/20/14	06/24/14				06/24/14

If there is an FBI record, the Background Check screen will indicate Follow-up Required.

Individual							
Name	Rafael Repeat						
Relationship							
Role	Household Member/Occupant						
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
Fbi/Doj	Follow-Up Required	06/24/14	06/26/14				06/26/14

System-generated Letter

The system generates the fingerprint request letters every Wednesday night. The letters are mailed on Thursdays from Madison. The letters can be viewed in the ‘Correspondence’ module in WISCCRS. NOTE: A link could not be inserted onto the individual page because the letter includes all individuals associated with the facility. To access the letter for an individual, please take the following steps:

1. Access the Correspondence module.

WISCCRS - Licensing Administration

[Unregulated Providers](#)
Here you can create a new unregulated provider.

[Correspondences](#) ←
Here you can view the licensing related letters.

[DOR Requests and Results](#)
Here you can view the DOR Requests and Responses.

[Invoices](#)
Here you can view the invoice information.

[Fieldprint Discrepancies](#)
Here you can view the Fieldprint Discrepancies

[Collections Report](#)
This report lists all the collections for particular transaction and collection date.

- On the Correspondence Requests page, choose the date range of your choice and choose the 'Fingerprint Letter' from the pull-down menu.

The following screen displays all letters that were generated during the specified time frame. HELPFUL HINT: If hundreds of letters were generated during the timeframe, the easiest way to search on this screen is to use 'Ctrl + F' and enter the applicant number in the search field.

List Of Possible Matches							
New Correspondence Request							
Letter Type	Request Type	Region	Applicant/Location Number	Mailing Date	Status	Updated Date	
Fingerprint Letter	Location		2800076726/1	04/28/14	Processed	04/25/14	ⓐ
Fingerprint Letter	Location		9800079895/1	04/24/14	Processed	04/23/14	ⓐ
Fingerprint Letter	Location		4800054940/1	04/24/14	Processed	04/23/14	ⓐ
Fingerprint Letter	Location		1800074812/1	04/24/14	Processed	04/23/14	ⓐ

- To access the letter, click on the 'Fingerprint Letter' link on the left. The applicant/location number takes you to the WISCCRS record.

The letter includes all necessary information needed to schedule an appointment at Fieldprint for digital fingerprint submission. Below are some highlights of the letter:

DEPARTMENT OF CHILDREN AND FAMILIES
 DCF CAREGIVER BACKGROUND UNIT
 PO BOX 8916
 201 E WASHINGTON AVE ROOM E200
 MADISON, WI 53708-8916

Date: 04/28/2014

The system uses Alt Address and Contact if they exist. If not, location address and contact are used.



State of Wisconsin

Contact:
 Caregiver Background Check Unit
 Phone: (608) 266-8001 Fax: (608) 267-2200
 TTY: (888) 692-1382

Provider #
3800039643/001

Facility ID
1122541

LICENSING CONTACT
 SUZY'S DUCKY FACILITY
 ALT ADDRESS
 ALTVILLE WI 45454

In the end of the letter, there is a 'slip' for each individual who is subject to a fingerprint-based check. This 'slip' includes the necessary information for making the appointment at Fieldprint. The 'Date of last DOJ Check' field displays either the date of DOJ or the previous FBI check (if applicable).

<p>Name: Q, SAM</p> <p>Fieldprint Code: FPWIDCFHHmember</p> <p>Date of last DOJ:</p>	<p>DOB: 05/05/1955</p> <p>Reference Code: Q02000071</p>
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Fingerprint Checks – Effects onto the Automated DOJ Checks

If an FBI check is completed for the licensee or household member, the automated DOJ check date is pushed forward by 12 months.

DOJ and Fingerprint Ad hoc and Automated Batch Processes

Below is a table that explains the automated finger print letter generation and its effects on DOJ automated batch.

Type of Individual	YS Participant	Fingerprint Trigger	DOJ
New applicant	Yes	CBU enters an ad hoc FP request on all individual 18 years or older.	No DOJ ad hoc required
New applicant	No	No FP needed.	DOJ ad hoc required
Current non-YS participant joins YS	Yes	Batch will generate finger print letters to all individuals 18 years and older associated with the facility.	No effect on automated DOJ checks. Next DOJ will run 12 months of the last DOJ check or the FBI check on all individuals.
Current facility - one or more individuals with OOS history	No	CBU enters ad hoc finger print request on the individual with OOS history	No DOJ needed for the individual with OOS history. The next automated DOJ will run 12 months of the last DOJ or FBI check date.
Current facility - one or more individuals with OOS history	Yes	If ad hoc entered on the OOS individual, the system will only generate a letter to the individual with OSS history.	No DOJ needed for the individual with OOS history. The next automated DOJ will run 12 months of the last DOJ or FBI check date on all individuals.
Current facility - an adult household member added to facility or a minor turns 18 years.	Yes	The batch will automatically send the fingerprint letters and will include all individuals in the facility if no FBI checks exist in WISCCRS for the other individuals.	DOJ check is not run on the newly added individual or the minor who turned 18. . If the newly added individual or the minor who turned 18 fails to submit fingerprints within 60 days, CBU will enter an ad hoc DOJ request. CBU staff will monitor this using a report that identifies household members who have not had FBI and/or DOJ.
Current facility - individual with FBI check <7/1/14	Yes	No fingerprint letter is sent to the individual. Ad hoc fingerprint request can be entered if needed.	DOJ will run 12 months after the last FBI check if no new FBI is recorded.
Licensee residing outside WI	Yes/No	CBU enters ad hoc fingerprint request annually.	DOJ will run 12 months after the last FBI check if no new FBI is recorded.
Minor with concern	Yes/No	No Fingerprint Request can be entered because FBI does not include juvenile information.	Ad hoc DOJ can be requested. Automated DOJ will run annually.
Dually regulated provider	Yes	If cert has conducted FP check (record in WISCCRS), no FP letter is generated.	DOJ will run 12 months after the last FBI or DOJ check.

Fieldprint Discrepancy Module

An individual who is submitting a fingerprint check must enter the Reference and Fieldprint Codes provided on the system-generated letter when scheduling the appointment. If certain errors are made, those records will be inserted in the Fieldprint Discrepancies module and must be cleared.

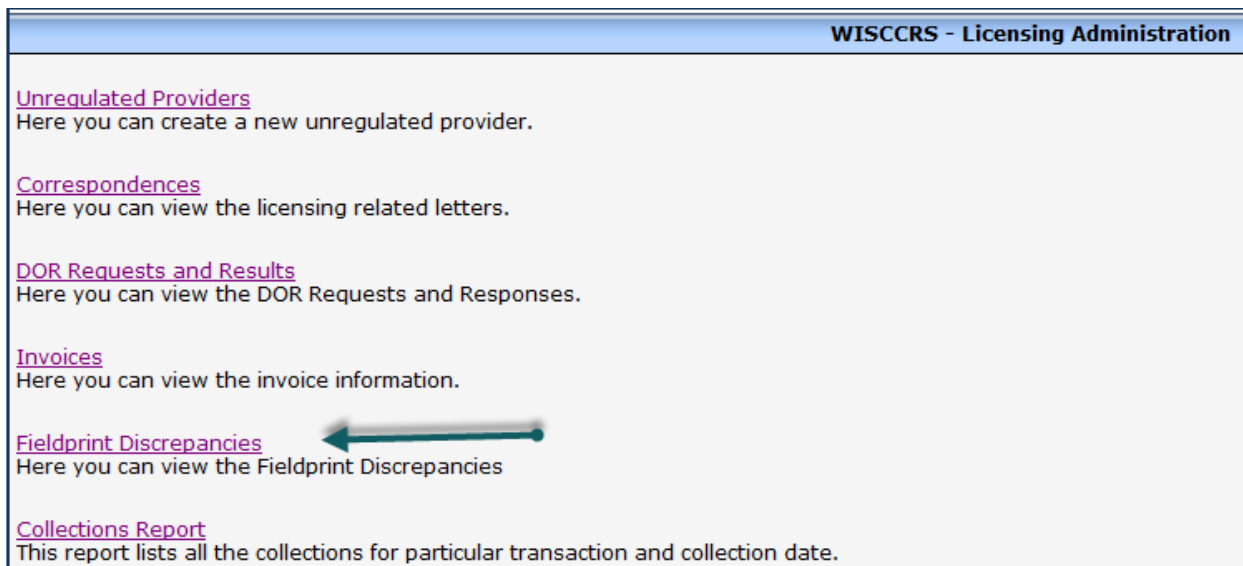
The interface runs every Friday.

Records are inserted into the discrepancy if one of the following errors has occurred:

1. Name used in the Fieldprint system does not match with the name in WISCCRS for the individual.
2. Date of Birth used in the Fieldprint system does not match with the Date of Birth in WISCCRS for the individual.
3. An individual who exists in WISCCRS is using a reference code that does not exist in WISCCRS
4. Individual using FPWIDCFLicensee code does not exist in WISCCRS.

Accessing the Fieldprint Discrepancy Module

To access the Discrepancy module, click on the 'Fieldprint Discrepancies' link on the 'Licensing Administration' screen.



The 'Fieldprint Discrepancy List' displays the discrepancies.

Fieldprint Discrepancy List							
Individual Name	DOB	SSN#	Reference#	TCN#	Discrepancy Code	Updated Date	Possible Individual Fingerprint
Household Member	05/05/55	384-56-4656	MC2000035	882000000000	Discrepancy - Reference Id	04/28/14	Household Member
Kay Marie Hamburger	04/09/69	911-11-1234	BU2000036	884000000000	Discrepancy - Name	04/28/14	Kay Burger
Scrumptious Burger	01/01/69	669-88-7788	BU2000037	885000000000	Discrepancy - Date Of Birth	04/28/14	Scrumptious Burger
Sammy Smason	01/01/81	587-49-8874	BO1000002	886000000000	Discrepancy - Reference Id	04/28/14	Sammy Samson

Resolving Discrepancies

To resolve a discrepancy, take the following steps:

1. Carefully review the discrepancy record to make sure that the individual displayed in the discrepancy module matches with an individual in WISCCRS.

2. If the match is certain, click on the name of the individual to access the 'Fingerprint Modify' screen and enter the TCN number into the 'Fingerprint Transaction Control Number' field. If the discrepancy is due to name or DOB mismatch, make the correction in WISCCRS.
3. Change the Status to be 'FBI Check Requested'.

Modify Fingerprint Request	
Fingerprint Request Status *	Fbi Check Requested
Fingerprint Received Type	N/A
Fingerprint Materials Sent Date	4/23/2014
Fingerprint Card Sent Date	
Fingerprint Card Received Date	
FBI Check Requested Date	<input type="text"/>
Fingerprint Transaction Control Number	885000000000
Comments	<input type="text"/>

4. After that, return to the 'List Discrepancies' screen and click on the pencil to access the Modify screen and mark the discrepancy resolved.

Modify Fieldprint Discrepancy	
Discrepancy Status	Discrepancy - Reference Id
First Name	Household
Last Name	Member
DOB	5/5/1955
SSN#	384-56-4656
Reference	MC2000035
TCN#	882000000000
Resolved ?	<input checked="" type="checkbox"/>
Updated Information	
Updated Date	
Worker ID	
Worker Name	Data Not Found

5. The resolved record will no longer be listed on the Discrepancy page.

If the discrepancy module brings a record that does not exist in WISCCRS, please take the following steps:

1. Log into 'myFieldprint'. Conduct a search to identify the person.
2. Click on the individual's name. A new window will pop-up that lists contact information for the individual. Contact the individual and explain that the fingerprint record was submitted to a wrong agency.
3. Since the results cannot be shared, the person would have to resubmit the request using the correct information.

myFieldprint

Sometimes it is necessary to log into the myFieldprint report module to view complete information on an individual. The web site is found <https://reports.myfieldprint.com/User/SignIn>.
NOTE: Only BECR CBU staff has access to this site.