

Arizona

**Centralized
Background
Checks (CBC)**

**Employer and Agency
User Guide June 2024**



Your Partner For A Stronger Arizona



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Introduction

The Arizona Centralized Background Checks (CBC) is a web portal for Individuals, Employers, and Agencies to access background check results from the following sources:

- Arizona Department of Child Safety (DCS) Central Registry
- Arizona Adult Protective Services (APS) Registry
- Department of Public Safety (DPS) Fingerprint Clearance Card (status only)

This guide is intended to provide instructions for **employers and agencies** to monitor the status of background check requests and review results.

Process Overview

Individuals who need a background check must create an account and submit a request for employment or to become a DCS caregiver (foster care, adoption, or guardian). The individual must connect their request to an employer or caregiver agency. This authorizes the employer or caregiver agency to receive the background check results.

A background check request can only be submitted by the person who needs a background check. Employer and Agency representatives cannot submit a request on behalf of an Individual but may provide assistance with the process.

Employers who are contractually obligated to complete background checks per agency agreements must connect to designated agency accounts to authorize permission for the account to view and download the results for each employee. Employers may also identify others within their organization to have a CBC agency account to provide oversight.

When the background checks for the CBC sources are completed, an automated email is sent to the individual, any connected employer, and connected agency to indicate a notification is available in the Message Center. This notification will include a link by which to download the results.

Employers and agencies will have a dashboard view listing all current employees and the status of their requests. **Note:** In the future, a download report of the dashboard list will also be available.

Periodic automated rechecks will be performed. If new results are found since the last background check, notifications will be sent to the individual, any connected employer, and any connected agency accounts.

The CBC will initiate notifications for annual employment background checks for each Individual account that is connected to an Employer account. The annual background check will be due 12 months from the last background check result report. The CBC will generate notifications 90 days in advance of the expiration of the current background check request. If the Individual does not submit a new request by the due date, the background check will be expired, and notification will be sent to the individual, any connected Employer, and connected Agency accounts.

Get Started

Before creating an account, determine if you will need an Employer or Agency role in the CBC. Then follow the instructions in this guide for the applicable role.

The CBC Employer role is used for those responsible for:

- Hiring individuals for employment positions requiring a background check AND managing the list of current applicants/employees who require a background check OR
- Completion of background checks for DCS caregivers.

The CBC Agency role is used for those responsible for oversight of your team, company, organization, or agency's background checks. **Note:** If you have more than one person who needs to have oversight, you can create multiple accounts with agency role and link to the account with employer role.

Examples:

- A company has an HR person responsible for background checks for applicants/employees who work for the company. Follow the instructions for 'Employer' role.
- An agency has an HR person responsible for background checks for applicants/employees who work for the agency. Follow the instructions for 'Employer' role.
- An agency has a person responsible for monitoring contract compliance for an employer (*provider, vendor, etc.*). Follow the instructions for 'Agency' role.
- A large company has many locations and has a person responsible for monitoring the background checks managed by multiple HR teams. Follow the instructions for 'Agency' role.
- An adoption agency needs background checks for DCS caregivers. Follow the instructions for 'Employer' role.

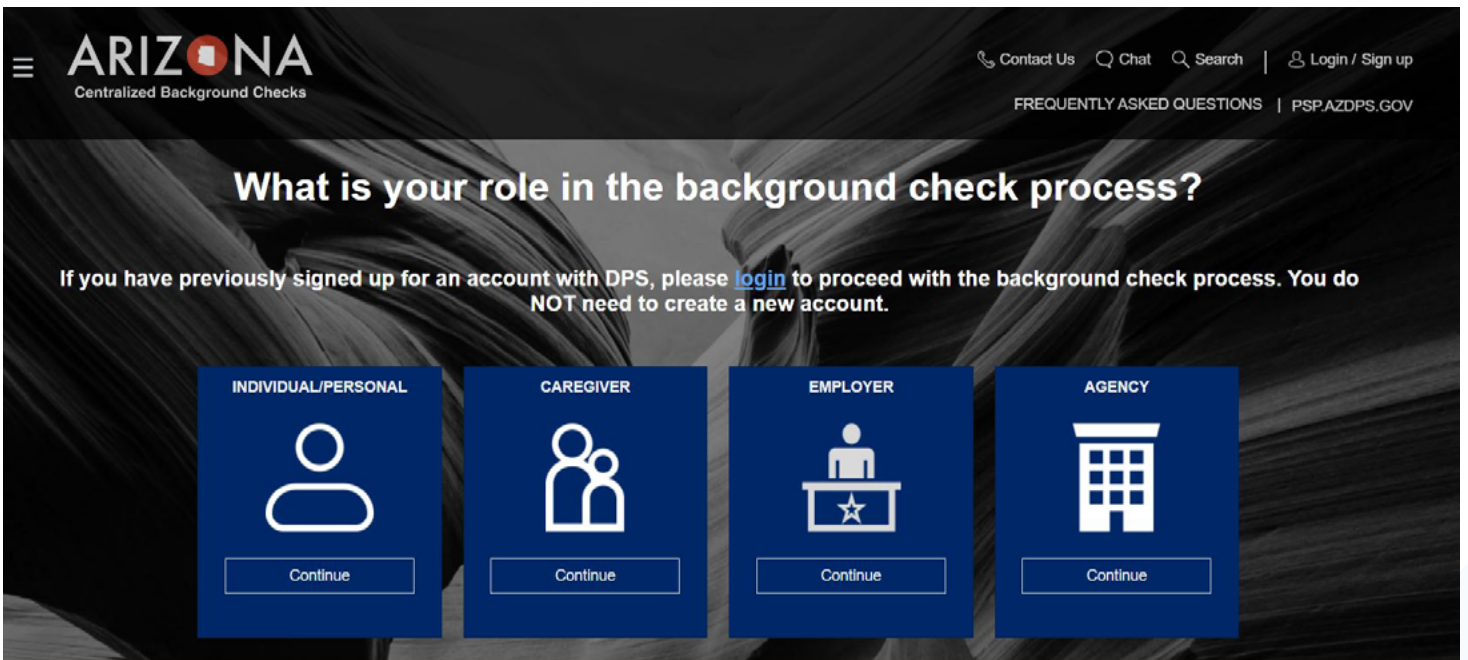


Figure 1. CBC Portal Landing and Sign up Page

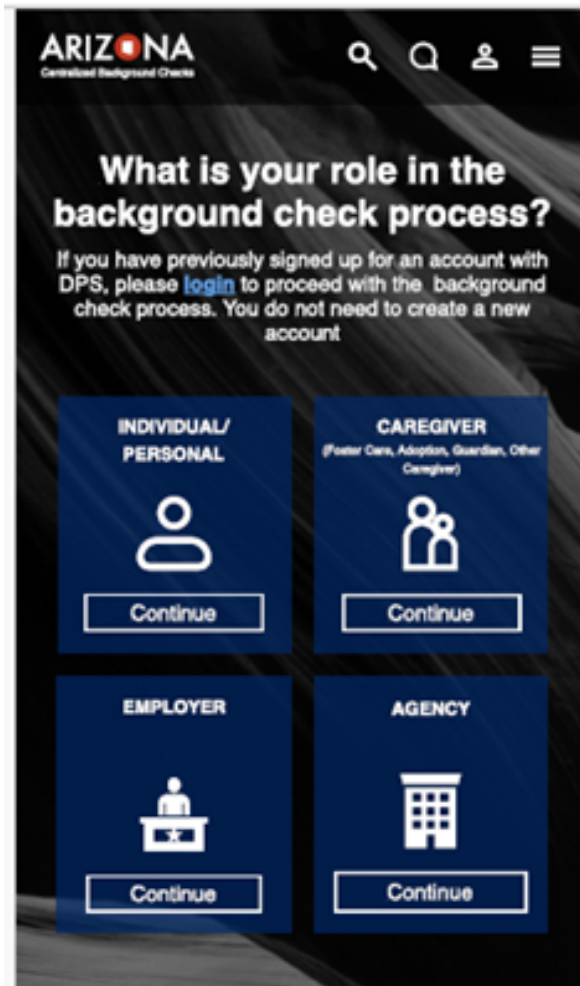


Figure 2. CBC Portal Landing Page - Mobile

CBC Landing Page and Sign Up Page

The main landing page to get started with the CBC is located at: cbc.az.gov. **Note:** The CBC also has a mobile phone view.

Click the Login/Sign Up option in the upper right corner of the page. The page presents this question: 'What is your role in the background check process?' Select 'Employer' or 'Agency'.

The Landing page also includes:

- **Contact Us:** The 'Contact Us' page provides the FAQ's, Technical Support email, and DPS PSP link.
- **Chat:** The 'Chat with Us' option provides a Virtual Assistant to help answer common questions.
- **Search:** The search option compares the search term to the Frequently Asked Questions (FAQ's) to help answer questions.
- **Frequently Asked Questions:** The Frequently Asked Questions section includes the five categories of questions.
 - General
 - Individual/Personal
 - Employer
 - Agency
 - DES
- psp.azdps.gov: A link to the Department of Public Safety (DPS) Public Services Portal (PSP) is provided to navigate to the PSP portal for additional options related to your Fingerprint Clearance Card.

Create an Account

If you have a Department of Public Safety (DPS) - Public Services Portal (PSP) account, you do not need to create another one to use the CBC. Use your PSP username and password to login to: cbc.az.gov.

The following functions are shared with the DPS PSP:

- The same account is used to login to both portals.
- The account profile can be updated from either portal.
- Employer/employee relationships can be updated from either portal.
- Name changes to an account associated with DPS must be processed through the DPS PSP before they can be applied to the CBC.

If you do not have a DPS PSP account, go to cbc.az.gov to create a CBC account.

Create A CBC Account: Employer Role

The CBC Employer account role is used for those responsible for:

- Hiring individuals for employment positions requiring a background check AND managing the list of current applicants/employees who require a background check OR
- Completion of background checks for DCS caregivers.

To create a CBC account with the role of Employer or DCS Caregiver:

- Click the Login/Sign Up option in the upper right corner of the cbc.az.gov landing page.
- Click 'Continue' on the 'Employer' tile.
- On the '[Acknowledgement](#)' Page:
 - Check the box for 'I have read the statements above and understand the terms in which my employees or prospective caregivers may be requesting background checks.'
 - Click 'Continue'.
- On the '[Profile Information](#)' page, enter the following and click 'Continue':
 - Enter your Business/Agency Name
 - Will you be doing checks for your own applicants/employees, volunteers or caregivers, or will you be monitoring employers? **Select 'Doing checks for Applicants/ Employees, Volunteers, or Caregivers'.**
 - What is your DES affiliation? Select the option that applies:
 - Current Contractor/Service Provider
 - Potential Contractor/Service Provider
 - DES Human Resources (HR)
 - Not Affiliated with DES
 - If a DES affiliation was selected, select all of the divisions that apply:
 - Division of Developmental Disability (DDD)
 - Division of Child Care (DCC)
 - Division of Community Assistance and Development (DCAD)
 - Division of Aging and Adult Services (DAAS)
 - Division of Employment and Rehabilitation Services (DERS)
 - Division of Arizona Early Intervention Program (AzEIP)
 - OP - Office of Procurement (OP)
 - Other (Describe below): Enter the division name
 - Legal First Name, Legal Last Name and Middle Initial. Enter your Legal First Name and Legal Last Name again to confirm.
 - If applicable, select a Suffix.
 - Enter your title in 'Representative Title'.
 - Enter and confirm your email address. This email address will be the username to login to the portal. The CBC requires a unique email address for each account. It is recommended to **use a group company email address.**

- Enter and confirm a password for your account. The password must contain a minimum of 8 and maximum of 20 characters with 1 uppercase, 1 lowercase, and 1 special character or number.
- On the '[Address](#)' page, enter the following and click 'Continue':
 - Physical Address: The business/agency physical address.
 - Home Number: Enter your primary business/agency phone number.
 - Mobile Number: If you would like to receive the account verification code by text, enter a Mobile Number.
 - Mailing Address: If your mailing address is the same as your physical address, click the 'use same address as above' checkbox. Otherwise, enter the business/agency mailing address.
- On the '[Security Questions](#)' page:
 - Select 3 Security Questions
 - Enter an Answer for each Security Question.
 - Click 'Create Account'.
- Login to your email account and locate the CBC [account confirmation](#) email.
 - Click 'Confirm Account' in the email. **Note:** The email references 'The DPS Team' since the accounts are shared for both the DPS PSP and the CBC portal. **The 'Confirm Account' link loads the DPS PSP. If you have closed the CBC page, return at: cbc.az.gov and click Login.**
 - On the CBC Create Account - 'Verify Your Email', click 'Login'.
 - Enter your email address and CBC password. Click 'Login'.

Create an Account: Employer Role Page Examples

The screenshot displays a five-step progress bar at the top. Step 1, 'Acknowledgement', is highlighted with a blue circle and a pencil icon. Steps 2-5 are in grey circles. Below the progress bar, the 'Acknowledgement' section is titled 'DCS' and 'APS'. The DCS section states that Arizona law requires a search within 5 business days of hire for all positions that require a search of the Arizona Department of Child Safety's (DCS) Child Abuse and Neglect Records (CPS/CR) and a Level 1 Fingerprint Clearance Card issued by the Department of Public Safety (DPS). The APS section states that employers are encouraged to review the Arizona Adult Protective Services (APS) registry when deciding whether to employ a person to provide care for vulnerable populations. The decision to hire a person listed on the APS Registry is solely up to the employer. Refer to A.R.S. § 46-459. Below the text is a checkbox and the text: 'I have read the statements above and I understand the terms in which my employees or prospective caregivers may be requesting background checks.*'. At the bottom, there are two buttons: 'Cancel' (light grey) and 'Continue' (dark blue).

Figure 3. Create Account: Acknowledgement Page

Creating Your Account

*Indicates required field.

Business/Agency Name*

Will you be doing checks for your own applicants/employees, volunteers, or caregivers, or will you be monitoring employers? *

- Doing checks for applicants/employees, volunteers, or caregivers Monitoring Employers

What is your DES affiliation? Select the option that applies.*

- Current Contractor/Service Provider
- Potential Contractor/Service Provider
- DES Human Resources (HR)
- Not affiliated with DES

What is your DES affiliation? Select the option that applies.*

- Current Contractor/Service Provider
- Potential Contractor/Service Provider
- DES Human Resources (HR)
- Not affiliated with DES

Division (Select all that apply)*

- Division of Developmental Disability (DDD)
- Division of Child Care (DCC)
- Division of Community Assistance and Development (DCAD)
- Division of Aging and Adult Services (DAAS)
- Division of Employment and Rehabilitation Services (DERS)
- Division of Arizona Early Intervention Program (AzEIP)

Please select your division

Legal First Name*

Confirm Legal First Name*

Middle Initial

Legal Last Name*

Confirm Legal Last Name*

Representative Title*

Email*

example@email.com

Confirm Email*

example@email.com

Password*



Minimum of 8 and maximum of 20 characters with 1 uppercase 1 lowercase and 1 special character or number.

Confirm Password*



Cancel

Continue

Figure 4. Create Account: Profile Information Page

Progress bar: 1 Acknowledgement, 2 Profile Information, 3 Address, 4 Security Questions, 5 Create Account

Physical Address

Address*

Apt

Example: #2A

City*

State*
Arizona

Zip code*

To login you will be required to enter a code. If you would like to receive this code by text, please enter a mobile number.

Business Number*

Mobile Number

Optional

Mailing Address

Use same address as above

Address*

Apt

Example: #2A

City*

State*
Arizona

Zip code*

Buttons: Cancel, Continue

Figure 5. Create Account: Address Page

Creating Your Account

*Indicates required field.

Security Question #1*



Answer*



Security Question #2*



Answer*



Security Question #3*



Answer*



Cancel

Create Account

Figure 6. Create Account: Security Questions Page

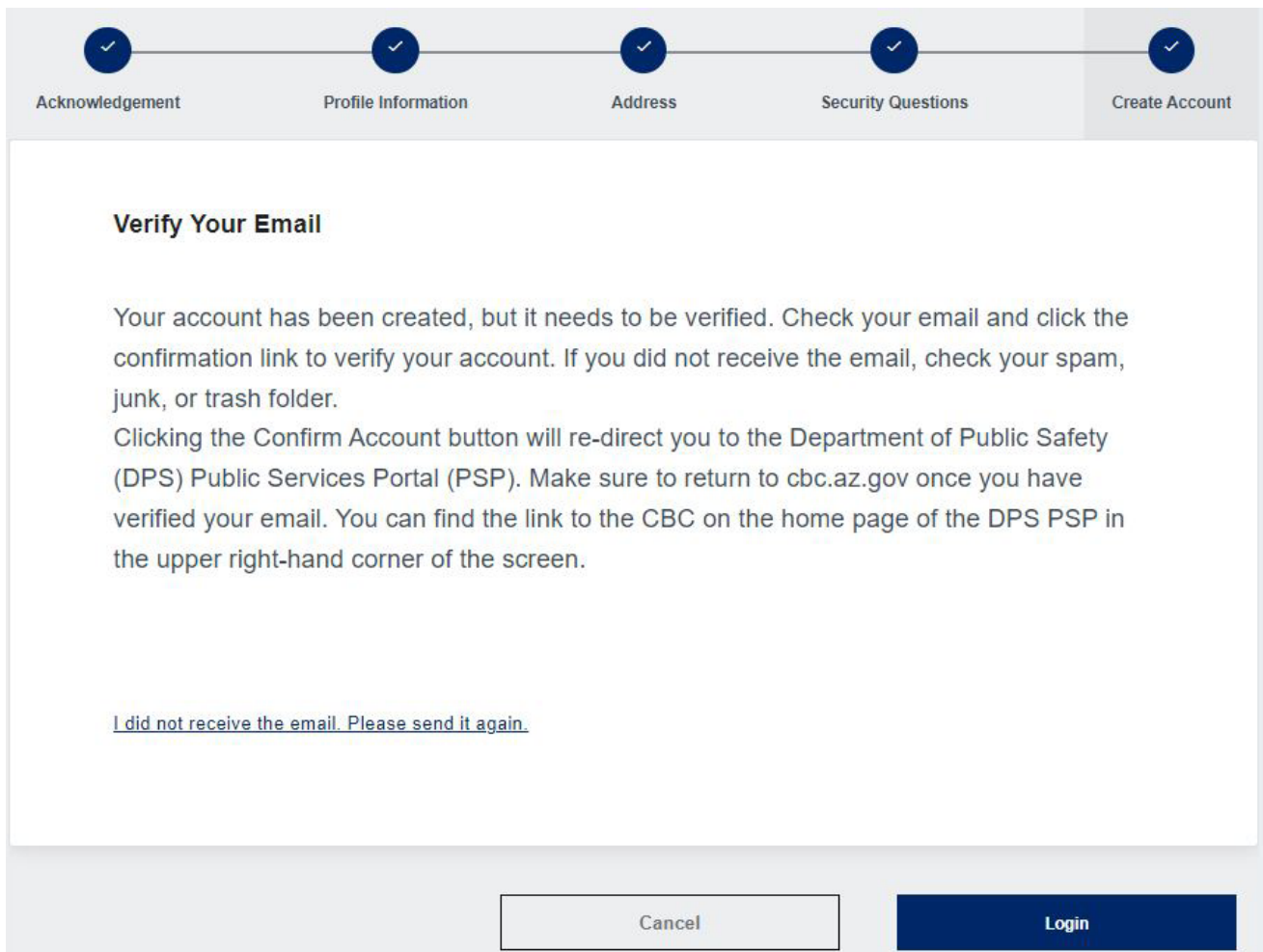


Figure 7. Create Account: Verify Your Email Page

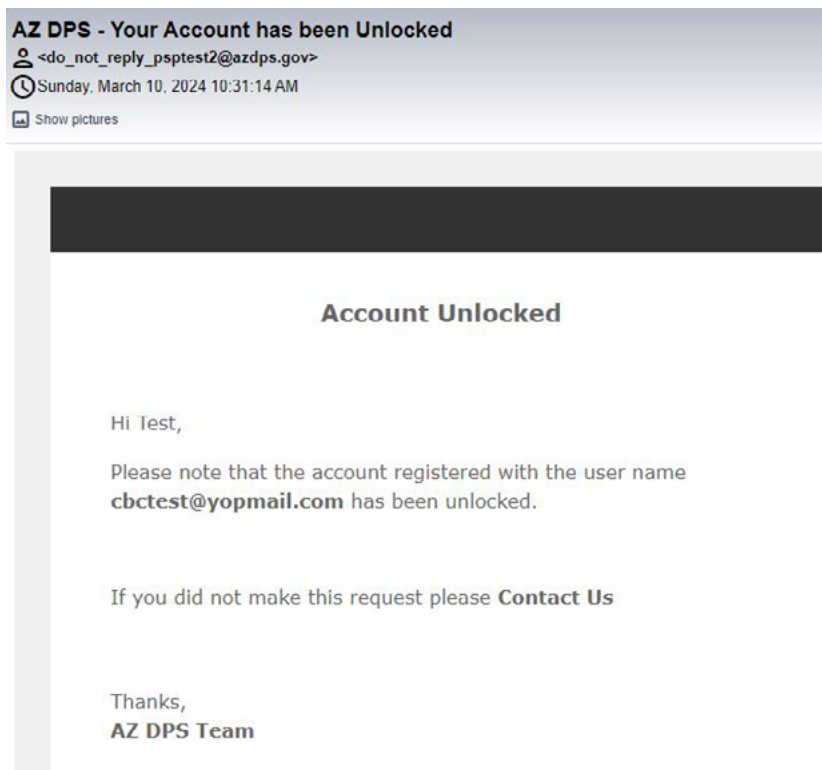
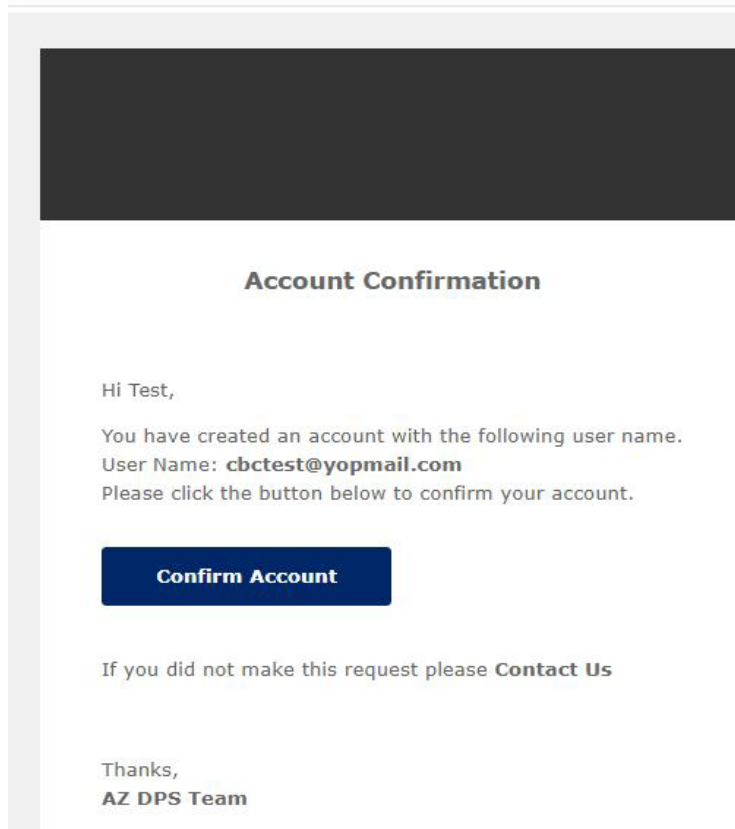


Figure 8. Account Confirmation Email

Create A CBC Account: Agency Role

The CBC Agency account role is used for those responsible for oversight of your team, company, organization, or agency's background checks.

To create a CBC account with the role of Agency:

- Click the Login/Sign Up option in the upper right corner of the cbc.az.gov landing page.
- Click 'Continue' on the 'Agency' tile.
- On the '[Acknowledgement](#)' Page:
 - Check the box for 'I have read the statements above and understand the terms in which my employees or prospective caregivers may be requesting background checks.'
 - Click 'Continue'.
- On the '[Profile Information](#)' page, enter the following and click 'Continue':
 - Enter your Business/Agency Name.
 - Will you be doing checks for your own applicants/employees, volunteers or caregivers, or will you be monitoring employers? **Select 'Monitoring Employers'**.
 - Legal First Name, Legal Last Name and Middle Initial. Enter your Legal First Name and Legal Last Name again to confirm.
 - If applicable, select a Suffix.
 - Enter your title in 'Representative Title'.
 - Enter and confirm your email address. This email address will be the username to login to the portal. The CBC requires a unique email address for each account.
 - Enter and confirm a password for your account. The password must contain a minimum of 8 and maximum of 20 characters with 1 uppercase, 1 lowercase, and 1 special character or number.
- On the '[Address](#)' page, enter the following and click 'Continue':
 - Physical Address: The business/agency physical address.
 - Home Number: Enter your primary business/agency phone number.
 - Mobile Number: If you would like to receive the account verification code by text, enter a Mobile Number.
 - Mailing Address: If your mailing address is the same as your physical address, click the 'use same address as above' checkbox. Otherwise, enter the business/agency mailing address.
- On the '[Security Questions](#)' page:
 - Select 3 Security Questions
 - Enter an Answer for each Security Question.
 - Click 'Create Account'.
- Login to your email account and locate the CBC [account confirmation](#) email.
 - Click 'Confirm Account' in the email. **Note:** The email references 'The DPS Team' since the accounts are shared for both the DPS PSP and the CBC portal. **The 'Confirm Account' link loads the DPS PSP. If you have closed the CBC page, return at: cbc.az.gov and click Login.**
 - On the CBC Create Account - 'Verify Your Email', click 'Login'.
 - Enter your email address and CBC password. Click 'Login'.

Create an Account with Agency Role Page Examples

The screenshot displays a five-step progress bar at the top. Step 1, 'Acknowledgement', is highlighted with a blue circle and a pencil icon. Steps 2 through 5 are greyed out. Below the progress bar, the 'Acknowledgement' section contains two sub-sections: 'DCS' and 'APS'. The 'DCS' section states that Arizona state law requires a search within 5 business days of hire for all positions that require a search of the Arizona Department of Child Safety's (DCS) Child Abuse and Neglect Records (CPS/CR) and a Level 1 Fingerprint Clearance Card issued by the Department of Public Safety (DPS). The 'APS' section states that employers are encouraged to review the Arizona Adult Protective Services (APS) registry when deciding whether to employ a person to provide care for vulnerable populations. The decision to hire a person listed on the APS Registry is solely up to the employer. Refer to A.R.S. § 46 459. Below the text is a checkbox with the text: 'I have read the statements above and I understand the terms in which my employees or prospective caregivers may be requesting background checks.*'. At the bottom of the page are two buttons: 'Cancel' and 'Continue'.

Figure 9. Create Account: Acknowledgement Page

Progress bar: 1. Acknowledgement (checked), 2. Profile Information (active), 3. Address, 4. Security Questions, 5. Create Account

Creating Your Account *Indicates required field.

Business/Agency Name*

Will you be doing checks for your own employees or caregivers, or will you be monitoring employers?*

Doing checks for Employees or Caregivers Monitoring Employers

Legal First Name*

Confirm Legal First Name*

Middle Initial

Legal Last Name*

Confirm Legal Last Name*

Email*

example@email.com

Confirm Email*

example@email.com

Password*

Minimum of 8 and maximum of 20 characters with 1 uppercase 1 lowercase and 1 special character or number.

Confirm Password*

Cancel Continue

Figure 10. Create Account: Profile Information Page

Acknowledgement Profile Information Address Security Questions Create Account

Physical Address

Address*

Apt

Example: #2A

City*

State*
Arizona

Zip code*

To login you will be required to enter a code. If you would like to receive this code by text, please enter a mobile number.

Business Number*

Mobile Number

Optional

Mailing Address

Use same address as above

Address*

Apt

Example: #2A

City*

State*
Arizona

Zip code*

Cancel Continue

Figure 11. Create Account: Address Page

Creating Your Account *Indicates required field.

Security Question #1* ▼

Answer* 👁

Security Question #2* ▼

Answer* 👁

Security Question #3* ▼

Answer* 👁

Figure 12. Create Account: Security Questions Page

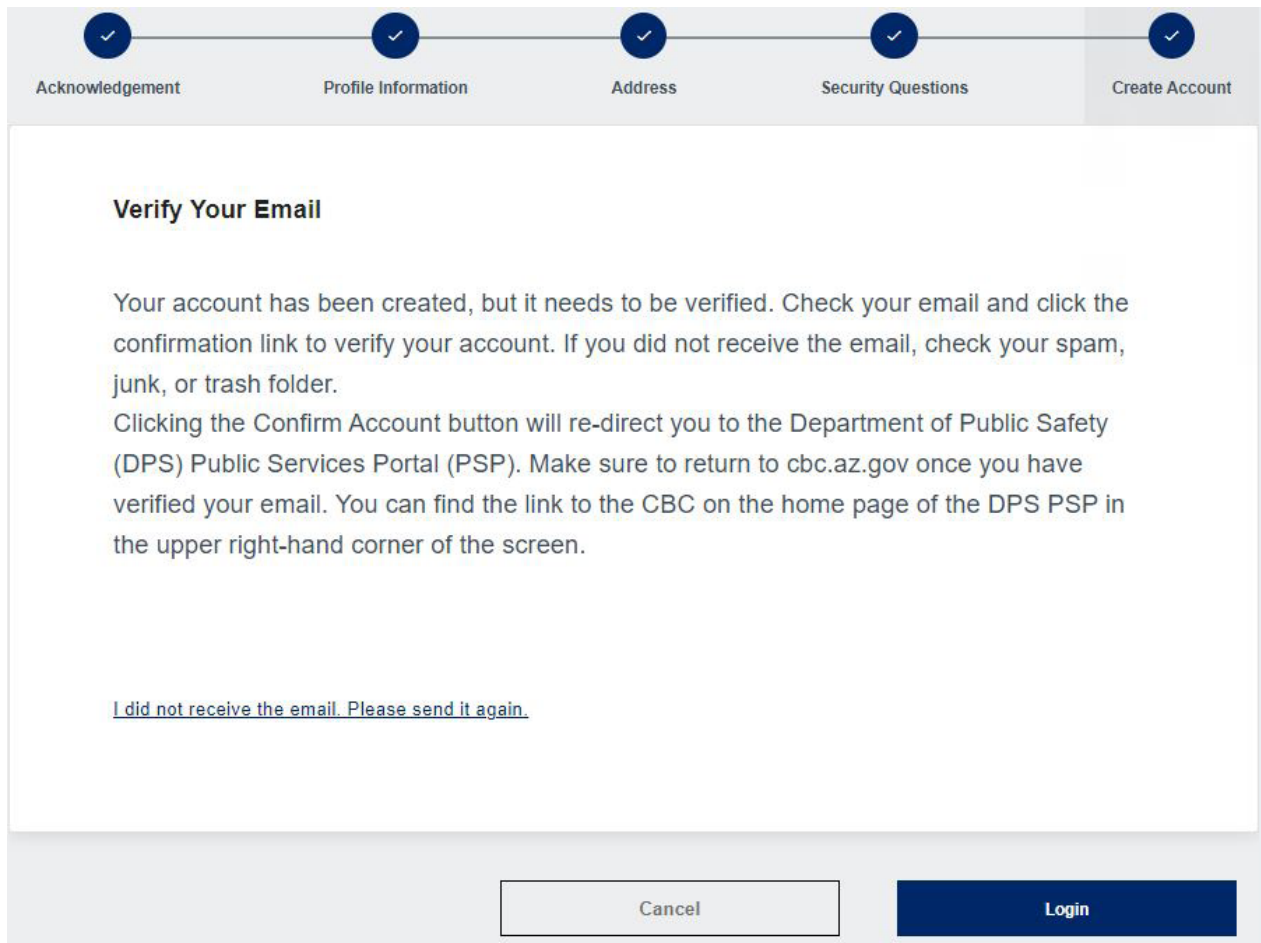




Figure 13. Create Account: Verify Your Email Page

AZ DPS- Account Confirmation

 <do_not_reply_psptest2@azdps.gov>

 Sunday, March 17, 2024 2:51:50 PM

 Show pictures

Account Confirmation

Hi PSPCBC,

You have created an account with the following user name.

User Name: **pspcbc@yopmail.com**

Please click the button below to confirm your account.

Confirm Account

Figure 14. Account Confirmation Email

Create A DPS PSP Account

If you need one of the following types of DPS accounts, create an account at: psp.azdps.gov. Then use your DPS PSP username and password to login to: cbc.az.gov.

- School Administrator/Human Resources
- State Licensing Agency
- APT Agency
- School District

To start the DPS PSP account creation process:

- Click the Sign Up option in the upper right corner of the psp.azdps.gov landing page.
- Click the link for 'Don't have an account? It's easy to create one.'
- Select the tile for the applicable [type of account](#) (e.g., *Fingerprint Clearance Card* or *Background Check for Employment/Licensure*) and click 'Continue'.
- Which best describes you? Select 'Organization'.
- Answer 'Yes' or 'No' to the account [triage questions](#).
 - Are you a school administrator or school's Human Resources department responsible for ensuring compliance with the Fingerprint Clearance Card process?
 - Are you a state agency representative or are setting up an account for the purpose of oversight, regulation or for Human Resources purposes at an Arizona state level government agency related to the Fingerprint Clearance Card process? (*state licensing agency account*)
 - Are you a school, employer, or state licensing agency and will be conducting a fingerprint-based background check for employment or licensure?
- Complete the Profile Information, Address, Security Questions, and Account Verification steps.
- Return to the cbc.az.gov and use your DPS PSP username and password to login.

Create A DPS PSP Account Page Examples

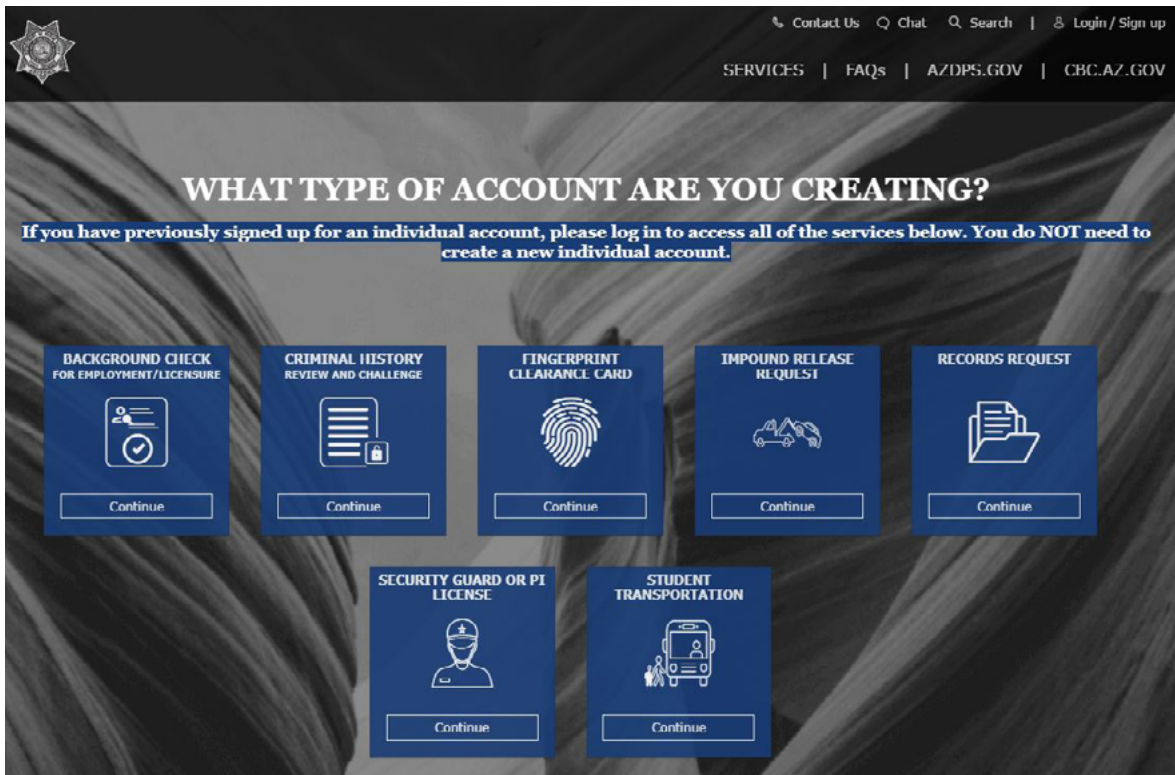


Figure 15. DPS Type of Account

Which Best Describes You?



Individual

(Teacher, Employee, Individual, Etc)



Organization

(School, Government, Employer, Etc.)

Start Over

Figure 16. DPS Role

Are you a school administrator or school's Human resources department responsible for ensuring compliance with the Fingerprint Clearance Card process?

 Yes No

Figure 17. DPS Account Triage Question 1

Are you an employer and your employees are required to obtain a Fingerprint Clearance Card and need the ability to pay for employee's fingerprint clearance cards, add sponsor codes and employer information to employees' cards?



Figure 18. DPS Account Triage Question 2

Are you a state agency representative or are setting up an account for the purpose of oversight, regulation or for Human Resources purposes at an Arizona state level government agency related to the Fingerprint Clearance Card process?



Yes

No

Figure 19. DPS Account Triage Question 3

Login

To login, go to cbc.az.gov and:

- Click the Login option in the upper right corner of the page.
- Enter your email address and CBC password.
- Select Text or Email to receive a On-Time Passcode (OTP) to verify your identity.
- Locate the text or email with the 6 digit code. If you did not receive the OTP, click 'resend OTP'. **Note:** The text and email reference AZ DPS since the CBC account is the same account as the DPS PSP.
- Enter the 6 digit code and click 'Login'.

Login Page Examples

For Your Protection

*Indicates required field.

For security, we need to verify your identity. Below are the email addresses and phone numbers you have listed with us.

Choose how you want to receive your temporary One-Time Passcode (OTP)*

Text xxx-xxx-0000

Email c...t@yopmail.com

Cancel

Send OTP

Figure 20. Request One Time Passcode (OTP)

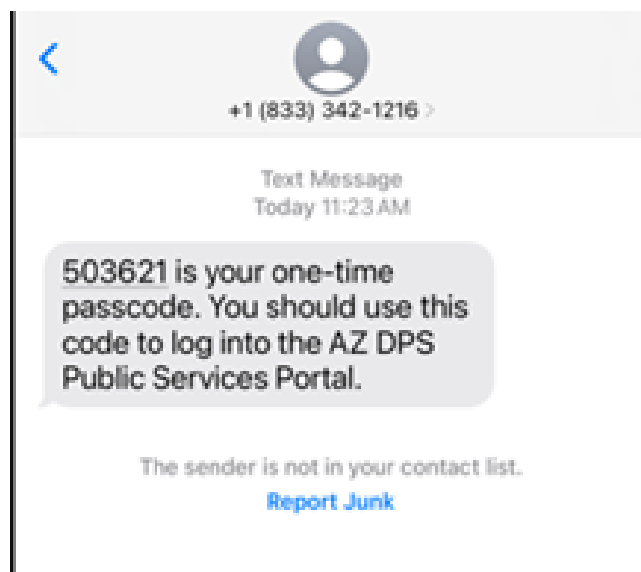



Figure 21. Text - Request One Time Passcode (OTP)

Your Requested AZ DPS One-Time Passcode

 <do_not_reply_psptest2@azdps.gov>

 Wednesday, March 13, 2024 5:12:22 AM

919893 is your one-time passcode. You should use this code to log into the AZ DPS Public Services Portal.

Thank you
AZ DPS Team

Figure 22. Email - Request One Time Passcode (OTP)

For Your Protection

*Indicates required field.

We just sent you a One-Time Passcode (OTP). Please enter it below to verify your account.

One-Time Passcode (OTP)*

Cancel

Login

Did not receive the OTP. [Resend OTP.](#)

Figure 23. Enter One Time Passcode (OTP)

First Time Login with DPS PSP Account

If you have a DPS PSP account, before applicants and employees can submit employment requests, you must login to the CBC and complete additional steps for your CBC profile as follows:

- In the '[Acknowledgement](#)' section:
 - Check the box for 'I have read the statements above and understand the terms in which my employees or prospective caregivers may be requesting background checks.'
 - Scroll down
- In the '[Employer Details](#)' section,
 - Will you be doing checks for your own employees or caregivers, or will you be monitoring employers?
 - Select 'Doing checks for Employees or Caregivers' if you are you responsible for:
 - Hiring individuals for employment positions requiring a background check AND managing the list of current applicants/employees who require a background check OR
 - Completion of background checks for DCS caregivers
 - Select 'Monitoring Employers' if you need to have oversight of your team, company, organization, or agency's background checks.
 - If 'Doing checks for Employees or Caregivers' was selected, select the DES affiliation:
 - Current Contractor/Service Provider
 - Potential Contractor/Service Provider
 - DES Human Resources (HR)
 - Not Affiliated with DES
 - If a DES affiliation was selected, select all of the divisions that apply:
 - Division of Developmental Disability (DDD)
 - Division of Child Care (DCC)
 - Division of Community Assistance and Development (DCAD)
 - Division of Aging and Adult Services (DAAS)
 - Division of Employment and Rehabilitation Services (DERS)
 - Division of Arizona Early Intervention Program (AZEIP)
 - OP - Office of Procurement (OP)
 - Other (Describe below): Enter the division name
 - Enter your title in 'Representative Title'.
 - Click 'Continue'.

First Time Login with DPS PSP Account Page Examples

Profile Information

*Indicates Required field.

Please provide some additional account details here.

Acknowledgement

DCS

Arizona state law (A.R.S. § 8-804 and 45 CFR 98.43) requires a search within 5 business days of hire for all positions that require a search of the Arizona Department of Child Safety's (DCS) Child Abuse and Neglect Records (CPS/CR) and a Level 1 Fingerprint Clearance Card issued by the Department of Public Safety (DPS).

APS

Employers are encouraged to review the Arizona Adult Protective Services (APS) registry when deciding whether to employ a person to provide care for vulnerable populations. The decision to hire a person listed on the APS Registry is solely up to the employer. Refer to A.R.S. § 46-459.

I have read the statements above and I understand the terms in which my employees or prospective caregivers may be requesting background checks.*

Employer Details

Will you be doing checks for your own employees or caregivers, or will you be monitoring employers?*

Doing checks for Employees or Caregivers Monitoring Employers

Representative Title*

Log Out

Continue

Figure 24. Profile Update: Acknowledgment

Employer Details

Will you be doing checks for your own applicants/employees, volunteers, or caregivers, or will you be monitoring employers?*

- Doing checks for applicants/employees, volunteers, or caregivers Monitoring Employers

Representative Title*

Log Out

Continue

Employer Details

Will you be doing checks for your own applicants/employees, volunteers, or caregivers, or will you be monitoring employers?*

- Doing checks for applicants/employees, volunteers, or caregivers Monitoring Employers

What is your DES affiliation? Select the option that applies.*

- Current Contractor/Service Provider Potential Contractor/Service Provider

- DES Human Resources (HR) Not affiliated with DES

Division (Select all that apply)*

- Division of Developmental Disability (DDD)
- Division of Child Care (DCC)
- Division of Community Assistance and Development (DCAD)
- Division of Aging and Adult Services (DAAS)
- Division of Employment and Rehabilitation Services (DERS)
- Division of Arizona Early Intervention Program (AzEIP)

Please select your division

Representative Title*

Log Out

Continue

Previous Names, AKAs or Aliases

Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes? *

Yes No

Please enter any maiden names, previous names, AKAs or aliases

First Name *

Middle Name *

I do not have middle name

Last Name *

Suffix



[ADD NAME: Add maiden name, previous name, AKA or alias](#)

Address Information

Do you have a Physical Address?

Yes No

Physical Address *

123 Test Road

Apt

City *

Phoenix

State *

Arizona 

Zip *

85007

Address Information

Do you have a Physical Address?

Yes No

Mailing Address *

Apt

City *

State *




Zip *

What is the reason you do not have a physical address? *

Have you lived at your current address for five (5) years or longer?

Yes No

Please list five (5) years of your residence history.

Address *	
Apt	
City *	
Country *	USA ▼
State *	▼
Zip *	
Date From *	Date To * 

[Add additional residence](#)

Additional Information

Are you currently the SUBJECT (NOT THE VICTIM) of an investigation of abuse or neglect of a child or vulnerable adult in Arizona, or another state or jurisdiction? *

Yes No

Have you ever been the SUBJECT (NOT THE VICTIM) of an investigation of abuse or neglect of a child or vulnerable adult in Arizona, or another state or jurisdiction that resulted in a substantiated (determined to have occurred) finding? *

Yes No

What was the allegation? *

When was the investigation? *

Where was the investigation? *

Please provide the City and State

[+Additional investigation](#)

If you wish to provide additional information please use the space provided.

Do NOT list additional names in this field

Cancel

Save

Continue

Figure 25. Profile Update: Employer Details

Forgot Password

If you have forgotten your password and need it reset, you will need your security questions and answers. Then, go to cbc.az.gov and:

- Click the Login/Sign Up option in the upper right corner of the page.
- Click '[Forgot Password](#)'.
- Enter your email address and click 'Continue'.
- Navigate to your email account, locate the [password reset email](#), and click the 'Reset Password' button.
- Enter the answers for the [security questions](#)
- Enter a [new password](#), confirm the password, and click 'Continue'. The password must contain a minimum of 8 and a maximum of 20 characters with 1 uppercase, 1 lowercase and 1 special character or number.
- Click the Login/Sign Up option in the upper right corner of the page.
- Enter your email address and the new password.
- Select Text or Email to receive a On-Time Passcode (OTP) to verify your identity.
- Locate the text or email with the 6 digit code. If you did not receive the OTP, click 'resend OTP'. **Note:** The text and email reference AZ DPS since the CBC account is the same account as the DPS PSP.
- Enter the 6 digit code and click 'Login'.

Forgot Password Page Examples

Forgot Password

* Indicates required field.

Enter your email address below to reset your password:

Email Address*

Cancel

Continue

Don't have an account? [It's easy to create one.](#)

Figure 26. Forgot Password Page

Forgot Password

Check Your Email

If the email address you entered is valid, a password reset link will be sent. Check your email and click the confirmation link to reset your password. If you did not receive the email, check your spam, junk, or trash folder.

[I did not receive the email. Please send again.](#)

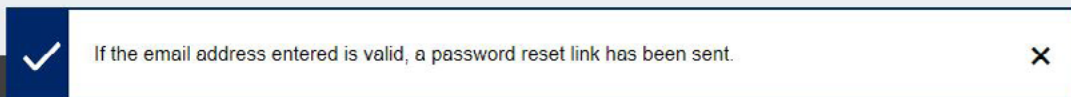


Figure 27. Check Your Email

AZ DPS - Password Reset

 <do_not_reply_psptest2@azdps.gov>

 Sunday, March 10, 2024 10:37:24 AM

 Show pictures

Password Reset

Hi Test,

We received a request to reset the password for the **cbctest@yopmail.com** account that is associated with this email address.

If you made this request, please click the button below to securely reset your password.

[Reset Password](#)

If you did not make this request please [Contact Us](#)

Background Check Information

Date Employed



Fingerprint Clearance Card Application Number

Solicitation/Contract Number or Provider ID *

123289

Employer Information

Employer Name *

CBC Test Employer

Representative Name *

CBCEmployer CBCEmployer

Title *

HR

Mailing Address

Address *

123 Test Road

Suite

City *

Phoenix

State *

Arizona

Zip *

85007

Phone Number *

(000)000-0000

Employer Email *

cbcemployer@yopmail.com

Requester Information

First Name *

Test

To change your legal name, please navigate to your account profile.

Middle Name *

I do not have a middle name

Last Name *

Test

Suffix



Date of Birth *

1/1/1970



Social Security Number *

I choose not to provide or I don't have one

Previous Names, AKAs or Aliases

Do you have any additional maiden names, previous names, AKAs or aliases including any recent name changes? *

Yes No

Address Information

Do you have a Physical Address?

Yes No

Physical Address *

134 Test Road

Apt

City *

PHOENIX

State *

Arizona



Zip *

85007

Have you lived at your current address for five (5) years or longer? *

Yes No

Please list five (5) years of your residence history.

Address *

1234 Test Road

Apt

City *

Tucson

Country *

USA

State *

Arizona

Zip *

85704

Date From *

2/1/2024

Date To *

3/22/2024

Additional Information

Are you currently the SUBJECT (NOT THE VICTIM) of an investigation of abuse or neglect of a child or vulnerable adult in Arizona, or another state or jurisdiction? *

Yes No

Have you ever been the SUBJECT (NOT THE VICTIM) of an investigation of abuse or neglect of a child or vulnerable adult in Arizona, or another state or jurisdiction that resulted in a substantiated (determined to have occurred) finding? *

Yes No

What was the allegation? *

test

When was the investigation? *

test

Where was the investigation? *

test

Please provide the City and State

If you wish to provide additional information please use the space provided.

test

Do NOT list additional names in this field

Signature

Applicant Signature

By signing this form, I allow the Department of Child Safety to report final findings of any DCS investigation of abuse of a child or vulnerable adult for the Employer listed in this request. I attest under penalty of perjury, that the information provided is true, correct, and complete to the best of my knowledge and belief. I further understand the provision of false information or intentional misrepresentation of information on this form may result in disciplinary action. *

Signature *

Test Test

Enter the First Name, Middle Initial, Last Name and Suffix as listed on your account profile. Do not enter special characters.

To make edits, scroll to the top of this page and select the section in the progress bar.

Cancel

Save

Continue to My Order

Figure 28. Email for Password Reset

Forgot Password

Security Questions

* Indicates required field.

Answer the security questions below to complete the password reset:

Security Question #1 *

Who was your childhood hero?

Answer * *



Security Question #2 *

What was your childhood nickname?

Answer * *



Security Question #3 *

What was your dream job as a child?

Security Question #3 *

What was your dream job as a child?

Answer * *



Cancel

Submit

Figure 29. Security Questions

Reset Password

* Indicates required field.

Enter a new password to complete the password reset:

New Password *



Minimum of 8 characters with 1 uppercase 1 lowercase and 1 special character or number. Your new password cannot match any of your last 10 passwords used

Confirm Password *



Minimum of 8 and maximum of 20 characters with 1 uppercase 1 lowercase and 1 special character or number. Your new password cannot match any of your last 10 passwords used

Cancel	Continue
------------------------	--------------------------

Figure 30. Reset Password

Session Timeout

For security reasons, the CBC will initiate a session Timeout countdown after 5 minutes of inactivity. The countdown will allow 5 minutes to click 'Continue Working'. When the countdown timer expires, the CBC will automatically logout.

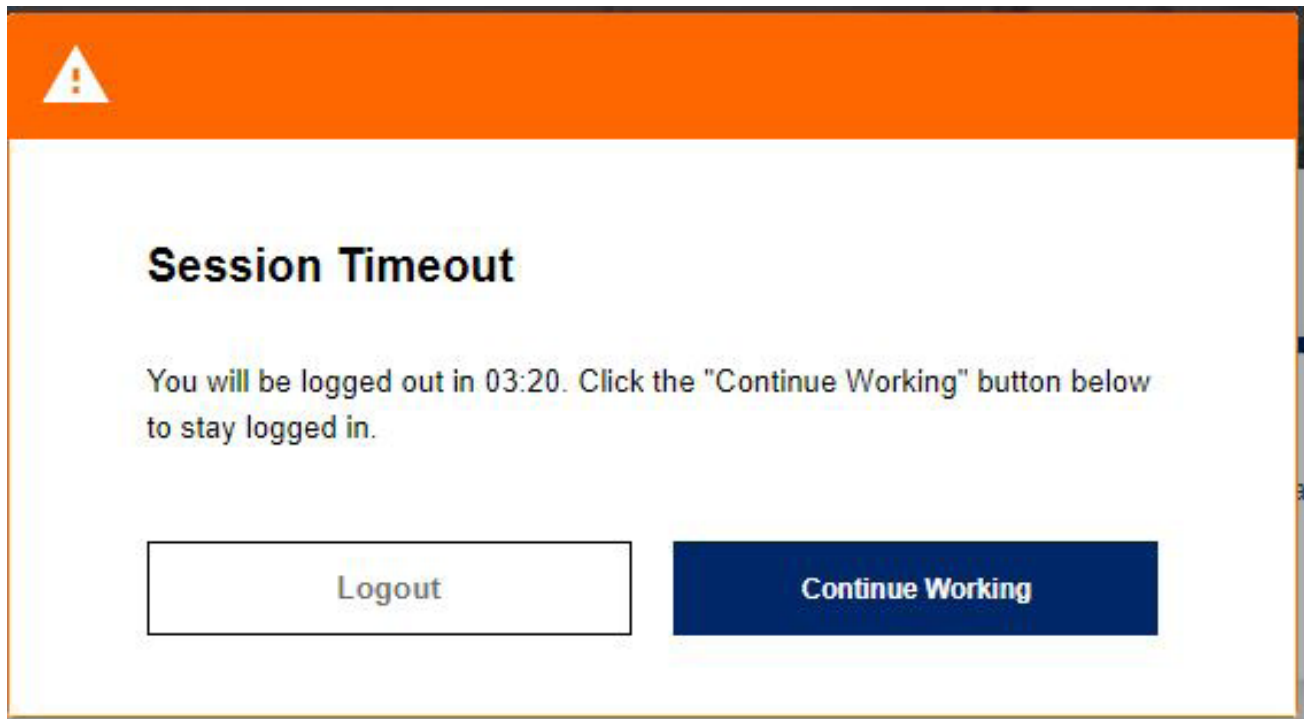


Figure 31. Session Timeout Popup

First Login: Employer Role

Upon the first successful login using an account with Employer role, the following options are available:

- View [Connected Employee Accounts](#): Click 'Continue' to view and manage connected employee accounts.
 - ['Connected Employee Details'](#) displays:
 - Employee Name
 - Employee email address associated with the CBC account
 - Actions column: A 'Remove Link' option is available for each connected employee.
 - Click 'Yes' to 'Are you sure you want to remove the employee?'
 - Confirmation message displays: 'Employee linking removed successfully'.
 - ['Add Employee' link](#):
 - Click to add an applicant or employee.
 - Enter the email address associated with the employee's CBC account.
 - Click 'Continue'.
 - The 'Connected Employee Details' page updates and displays the added employee.
- View [Connected Agency Accounts](#): Click 'Continue' to view and manage connected agency accounts.
 - ['Connected Agency Details'](#) displays:
 - Representative Name
 - Representative email address associated with the CBC account
 - ['Add Agency' link](#):
 - Click to add an agency.
 - Enter the email address associated with the agency's CBC account.
 - Click 'Continue'.
 - The 'Connected Employee Details' page updates and displays the added agency. A confirmation message displays: 'Agency account is linked successfully'.

First Login Employer Role Page Examples

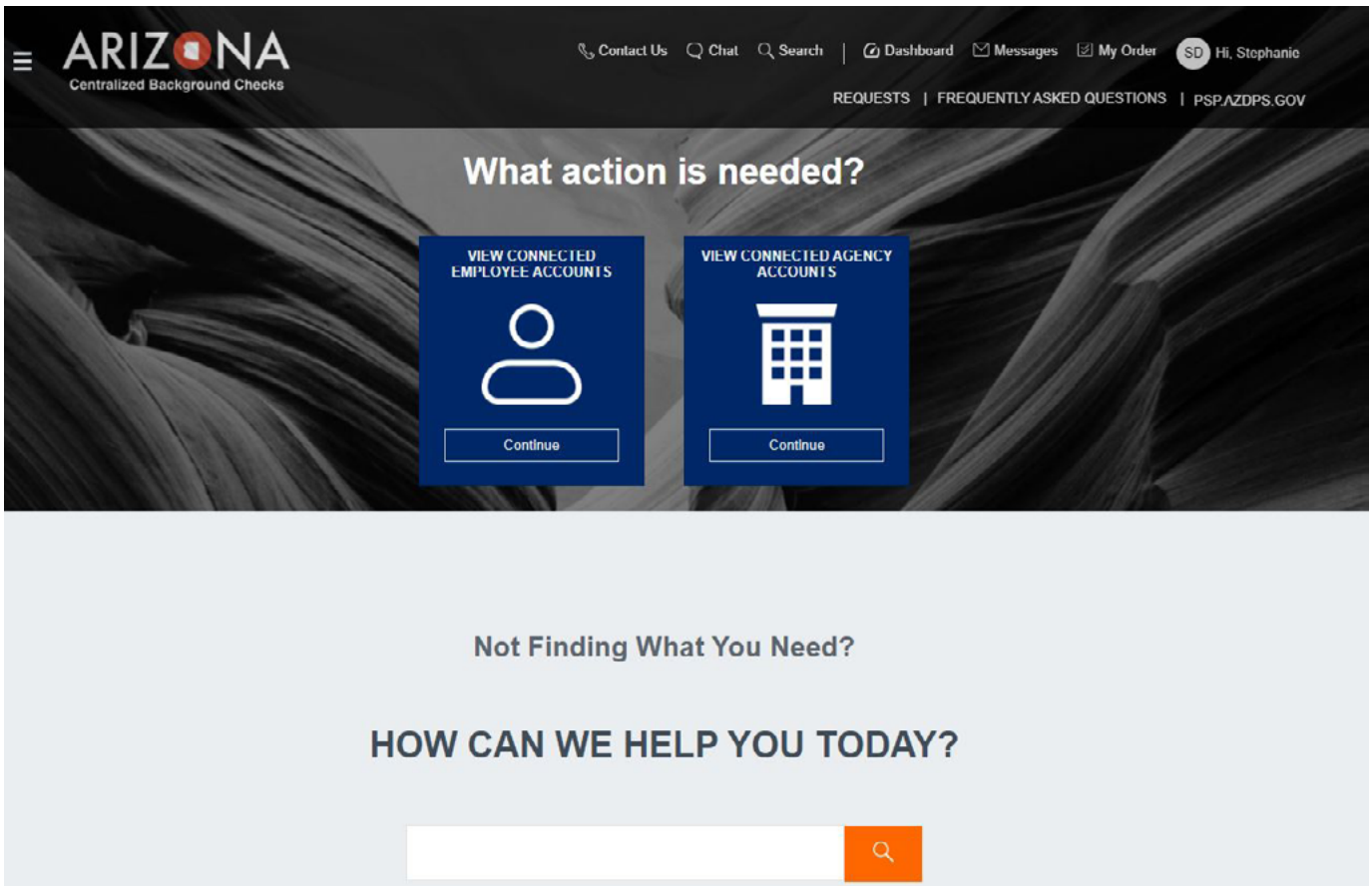


Figure 32. Landing Page after Login: Employer or DCS Caregiver Agency Role

Connected Employee Details

Name ↓

Email ↑

Actions

0 of 0 |< < > >| Items per page: 5 ▼

[Add Employee](#)

Cancel

Figure 33. Connected Employee Details

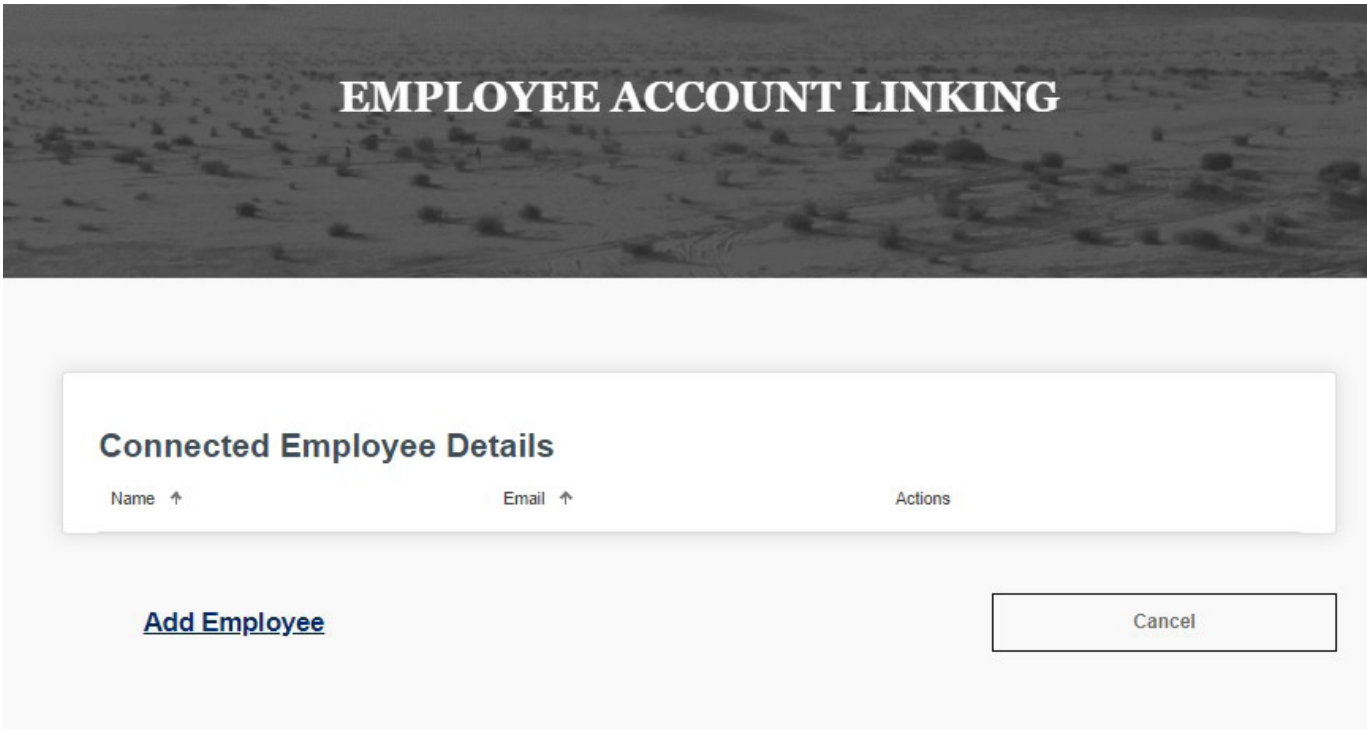


Figure 34. Add Employee Popup

Connected Employee Details

Name ↓	Email ↑	Actions
Test Test	cbctest@yopmail.com	Remove Link

1 – 1 of 1 | < > | Items per page: 5 ▼

[Add Employee](#)

Cancel

Figure 35. Employee Added

Connected Agency Details

To remove an agency you are no longer associated with, please use the email listed below to contact them directly.

Representative
Name ↓

Email ↑

0 of 0 |< < > >| Items per page: 5 ▼

[Add Agency](#)

Cancel

Figure 36. Connected Agency Details



Please enter the email address of the agency to whom you want to connect your account.

Agency Email Address*

Cancel

Continue

Figure 37. Add Agency Popup

Connected Agency Details

To remove an agency you are no longer associated with, please use the email listed below to contact them directly.

Representative Name ↓	Email ↑
CBC Agency CBC Agency	cbcagency@yopmail.com

1 – 1 of 1 |< < > >| Items per page: 5 ▼

A ✓ Agency account is linked successfully ✕

Figure 38. Agency Added

First Login: Agency Role

Upon the first successful login using an account with Employer role, the option to View Connected Employer accounts is available.

First Login Agency Role Page Examples

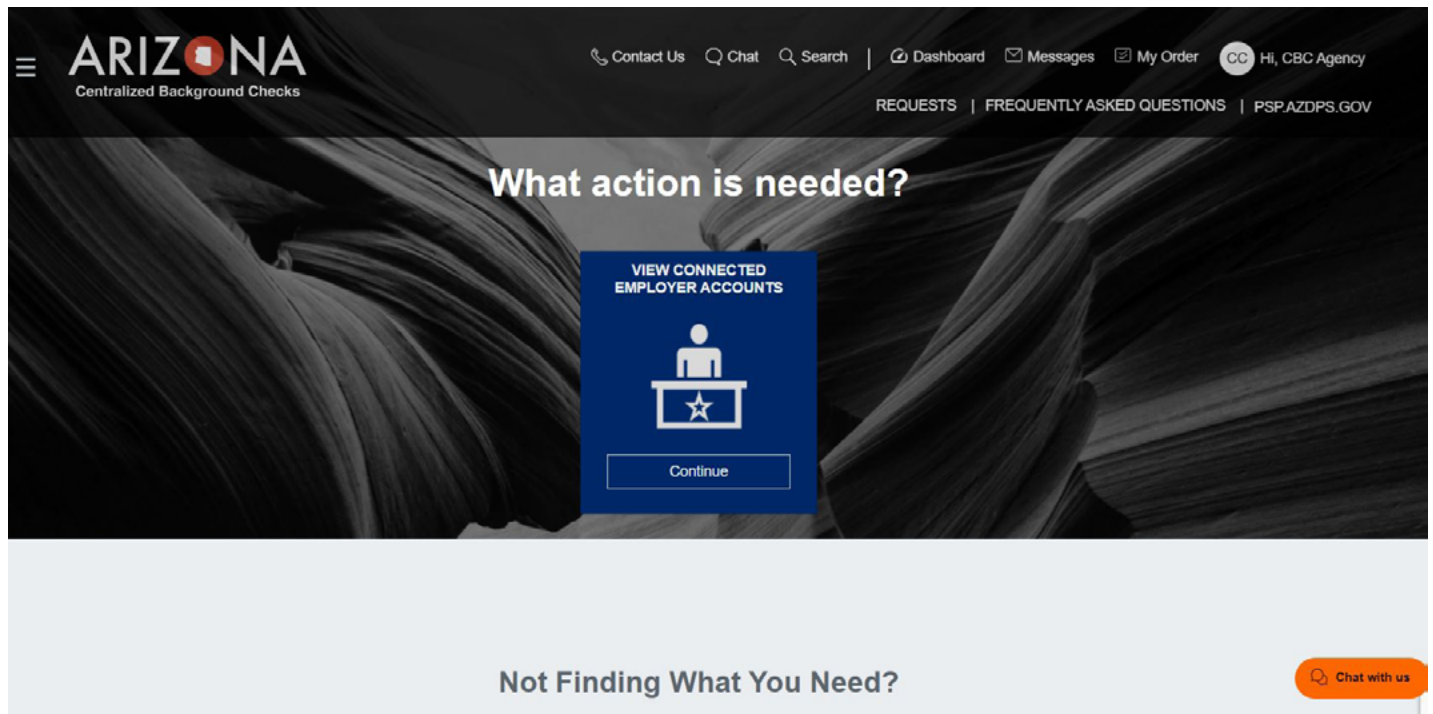


Figure 39. Landing Page after Login: Agency Role

Connected Employer Details

To add an employer, please contact them directly via email.

Representative Name ↓	Email ↑	Actions
CBCEmployer CBCEmployer	cbcemployer@yopmail.com	Remove Link

1 – 1 of 1 | < > | Items per page: 5 ▼

Cancel

Figure 40. Connected Employer Details



Are you sure you want to remove the employer?

No

Yes

Figure 41. Remove Employer Popup

Dashboard: Employer Role

Login to the CBC and click 'Dashboard' in the upper right header. The Dashboard has the following sections:

- [Recent Notifications](#)
- Draft Forms and Requests: Not applicable for the Employer and Agency role
- [My Employee Requests](#)
- [My Caregiver Requests](#)
- [My Employee's Cards](#) (*Fingerprint Clearance Cards*)

Note: The sections will only display if a request of that type has been submitted. Example: if the individual has NOT submitted an Employment request, then the 'My Employee Requests' section will not display.

The Dashboard also includes the following menu options on the left:

- My Activity: Displays the dashboard sections where a request has been submitted.
- [Message Center](#): Displays the inbox for CBC notifications.
- My Favorites: Not applicable for Employer and Agency roles.

Recent Notifications

Employer accounts will receive an email when the following automated notifications are available in the Message Center:

- Employment result report
- Annual employment registry check due or has expired
- Confirmation of employment relationship required
- Employer added to an employee account and background check results are available
- Employment request expired due to name change

Caregiver agencies will receive an email when the Caregiver background check result report is completed and available in the Message Center.

When the CBC generates a notification, an email is sent to the email address listed on the account to indicate a new message is available. The 'Recent Notifications' section of the Dashboard displays the **unread** messages generated by the CBC. This section includes a:

- Link to the Message Center to view all messages.
- List of unread messages and the following details:
 - Date: The date the CBC generated the notification.
 - From: arizona_centralized_background_checks@cbc.gov
 - Subject: Subject of the CBC notification.
 - Reference: The system generated Request ID is listed for reference.
 - Attachments: Link to download the result report.

Recent Notifications

Here you'll see all of your unread messages. Go to the [Message Center](#) to view all of your messages.

Date ↓	From ↑	Subject ↑	Reference ↑	Attachments ↑
03/11/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Caregiver Registry Check	C000000729	
03/11/2024	Arizona Centralized Background Checks (CBC)	Test_Test - Confirmation of Employment Relationship Required	F000000730	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Employment Registry Check	E000000730	
03/10/2024	Arizona Centralized Background Checks (CBC)	Test_Test - No Match Results for Employment Registry Check	E000000728	

1 - 4 of 4 | < > | Items per page: **10** ▼

Figure 42. Recent Notifications

Dashboard: Employee Requests

The [‘My Employee Requests’](#) section of the Dashboard only displays once an Employment background check request has been submitted. This section includes a:

- Link to see the connected employee details.
 - The [‘Connected Employee Details’](#) page displays:
 - Employee Name
 - Employee email address associated with the CBC account
 - Actions column: A ‘Remove Link’ option is available for each connected employee.
 - Click ‘Yes’ to ‘Are you sure you want to remove the employee?’. By removing the employee, you are affirming that they no longer provide services in any capacity that requires the DCS Registry check.
 - Confirmation message displays: ‘Employee linking removed successfully’.
 - [‘Add Employee’](#) link:
 - Click to add an applicant or employee.
 - Enter the email address associated with the employee’s CBC account.
 - Click ‘Continue’.
 - The ‘Connected Employee Details’ page updates and displays the added employee.
- Link to view or add connected agencies.
 - [‘Connected Agency Details’](#) displays:
 - Representative Name
 - Representative email address associated with the CBC account
 - [‘Add Agency’](#) link:
 - Click to add an agency.
 - Enter the email address associated with the agency’s CBC account.
 - Click ‘Continue’.
 - The ‘Connected Employee Details’ page updates and displays the added agency. A confirmation message displays: ‘Agency account is linked successfully’.
- [List of submitted employment requests](#) and the following information for each request.
 - Applicant/Employee name
 - Request Number: System generated number used to track the request. The number includes a link to [view the sources](#) included in the background check.
 - APS Registry
 - DCS Central Registry
 - Status:
 - Submitted: The request has been submitted and is ready for processing.
 - In Process: The request is in process and results are typically completed within three business days.
 - Completed: The background check has been completed and the result report is available. Click the paperclip icon to view the result report(s).

- Expired: The request has expired, and a new request is required for background checks. The result report for this request is still available. Click the paperclip icon to view the result report(s). If the person is still employed, they must submit a new employment background check request.
 - Canceled: The request was submitted but canceled by the requestor prior to completion of the background check result report.
 - Last Recheck: The CBC initiates periodic rechecks for employment requests and displays the date of the last recheck.
 - Last Record Found: Click to select and download the result report.
 - [Contract Number](#):
 - If the account profile indicates the employer is associated with DES, this column displays a Contract link to view/update the Solicitation Number, Contract Number, or Provider ID. The information entered on the employment request is listed. Up to five additional numbers can be added. **WARNING:** The individual may be connected to more than one employer. Coordinate with the employee before changing or removing existing numbers to confirm a correction is needed.
 - Contract awarded after solicitation: Once a contract is awarded, change the Solicitation Number to the Contract Number.
 - [Paperclip icon](#): Click to select and download the result report.
- Remove Relationship button:
 - Select one or more checkboxes next to the Applicant/Employee name and click 'Remove Relationship'.
 - Click 'Continue' on the popup: 'You are about to remove the selected employee(s) and any related record(s) from your dashboard. Would you like to Continue?'
 - By removing the employee, you are affirming that they no longer provide services in any capacity that requires the DCS Registry check.
 - The Dashboard refreshes and the employee is removed.
- Confirm Relationship button: See [Dashboard: Employment Rechecks](#).

Dashboard My Employee Requests Page Examples



Sources Checked

- APS Registry
- DCS Central Registry

Figure 43. My Employee Requests



Figure 44. Sources Checked Popup



Attachments

[InitialResults_03_10_2024_E000000728.pdf](#)

Figure 45. Attachments Popup



Please add/edit the Contract/Solicitation Number or Provider Id

Number/ID	<input type="text" value="1289412"/>	Edit
-----------	--------------------------------------	----------------------

[Add Another](#)

Close

Figure 46. Contract No. Popup



You are about to remove the selected employee(s) and any related record(s) from your dashboard. Would you like to Continue?

Cancel

Continue

Figure 47. Remove Relationship Popup

Connected Employee Details

Name ↓	Email ↑	Actions
Test Test	cbctest@yopmail.com	Remove Link

1 - 1 of 1 | < > | Items per page: 5 ▼

[Add Employee](#)

Cancel

Figure 48. Connected Employee Details



Please enter the email address of the employee to whom you want to connect your account.

Employee Email Address*

Cancel

Continue

Figure 49. Add Employee Popup

Connected Employee Details

Name ↓	Email ↑	Actions
Test Test	cbctest@yopmail.com	Remove Link

1 – 1 of 1 | < > | Items per page: 5 ▼

[Add Employee](#)

Cancel

Figure 50. Employee Added



Are you sure you want to remove the employee?

No

Yes

Figure 51. Remove Employee Popup

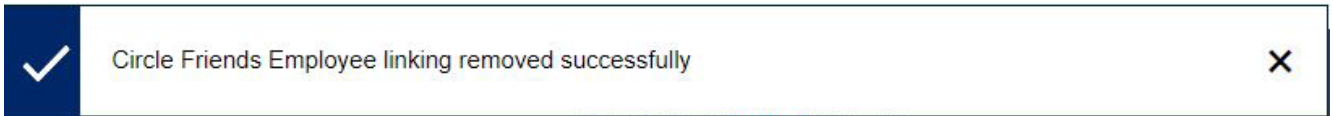


Figure 52. Employee Removed Confirmation

Connected Agency Details

To remove an agency you are no longer associated with, please use the email listed below to contact them directly.

Representative Name ↓	Email ↑
CBC Agency CBC Agency	cbcagency@yopmail.com

1 – 1 of 1 |< < > >| Items per page: 5 ▼

Figure 53. Connected Agency Details



Please enter the email address of the agency to whom you want to connect your account.

Agency Email Address*

Cancel

Continue

Figure 54. Add Agency Popup



Figure 55. Agency Added

Dashboard: Employment Rechecks

The CBC performs periodic automated rechecks. As part of the recheck process, the CBC may send a notification to the employer to confirm the current relationship with an employee. When this occurs, each connected employer must **Confirm** or **Remove** the relationship. If a connected employer does not respond within five (calendar) days of the notification, the background check will automatically expire and notification will be sent to the individual, any connected employer, and connected agency accounts. Once the current relationship is confirmed, if new results are found since the last background check, notifications will be sent to the individual, any connected employer, and connected agency accounts.

When the Employer receives a notification to confirm the current relationship with an employee, login to the CBC and click 'Dashboard' in the upper right header. In the 'My Employee Requests' section of the Dashboard, complete the following:

- Click the checkbox to the left of the name for one or more employees and:
 - If the individuals are currently employed with the company, click the 'Confirm Relationship' button.
 - If the individuals are not current employed with the company, click the 'Remove Relationship' button to affirm that they no longer provide services in any capacity that requires the DCS Registry check.

My Employee Requests





To see result report, click on the paperclip icon.

To see the connected employee details click [here](#).

To view or add connected agencies click [here](#).

To see the source(s) requested, click on the Request Number.

To add a Contract/Solicitation Number or Provider ID, click Add/Edit in the Contract No. column.

	Applicant/ Employee ↑	Request Number ↑	Status ↑	Last Recheck ↑	Last Record Found ↑	Contract No. ↑	
<input type="checkbox"/>	Friends, Circle	E000000760	Completed	03/16/2024	03/11/2024	Add/Edit	
<input type="checkbox"/>	Friends, Circle	E000000452	Expired	03/11/2024	03/05/2024	Add/Edit	
<input type="checkbox"/>	Roads, Country	E000000956	Completed	03/16/2024	03/16/2024	Add/Edit	
<input type="checkbox"/>	Roads, Country	E000000673	Expired	03/11/2024	03/07/2024	Add/Edit	

1 – 4 of 4 | < > | Items per page: 15 ▼

Remove Relationship

Confirm Relationship


 Chat with us

Figure 56. Remove Relationship or Confirm Relationship



You are about to confirm a current relationship with the selected employee(s). If confirmed, we will continue to perform rechecks for the selected employee(s). Would you like to Confirm?

Cancel

Confirm

Figure 57. Confirm Relationship Popup

Dashboard: Caregiver Requests


The '[My Caregiver Requests](#)' section of the Dashboard only displays once a DCS Caregiver background check request has been submitted. This section includes:

- A Link to search for Fingerprint Clearance Card or Application.
- List of submitted caregiver requests and the following information for each request.
 - Date Submitted: The date the individual clicked the 'Submit' button on the My Order page.
 - Request Number: System generated number used to track the request. The number includes a link to [view the sources](#) included in the background check.
 - APS Registry
 - DCS Central Registry
 - Requester Name: The name listed on the account for the connected caregiver that submitted the request.
 - Status:
 - Submitted: The request has been submitted and is ready for processing.
 - In Process: The request is in process and results are typically completed within three business days.
 - Completed: The background check has been completed and the result report is available. Click the paperclip icon to view the result report(s).
 - Expired: The request has expired, and a new request is required for background checks. The result report for this request is still available. Click the paperclip icon to view the result report(s). If another check is required, the caregiver must submit another request.
 - Canceled: The request was submitted but canceled by the requestor prior to completion of the background check result report.
 - Results: A clickable hyperlink displays. Click to select and download the result report.
 - [Paperclip icon](#): Click to select and download the result report.

Dashboard My Caregiver Requests Page Example

My Caregiver Requests

To see result report, click on the paperclip icon.
To see the source(s) requested, click on the Request Number.

Date Submitted ↓	Request Number ↑	Requester Name ↑	Status ↑	Results ↑	
03/10/2024	C000000729	Test, Test	Completed	None	

1 – 1 of 1 | < > | Items per page: 15 ▼

Figure 58. My Caregiver Requests



Sources Checked

- APS Registry
- DCS Central Registry

Figure 59. Sources Checked Popup



Attachments

[InitialResults_03_10_2024_E000000728.pdf](#)

Figure 60. Attachments Popup

Dashboard: Fingerprint Clearance Card (FCC)

The [‘My Employee’s Fingerprint Clearance Cards’](#) section of the Dashboard only displays if connected applicants/employees have a Fingerprint Clearance application or card associated with their DPS PSP account. This section includes:

- A link [‘To see the connected employee’s details’](#): Click the ‘here’ link.
- A Link to search for [Fingerprint Clearance Card or Application](#)
- A list of applicants/employees with an FCC application or card and the following information for each record:
 - Date Received: Date FCC application was received
 - Application Number: FCC application number
 - Card Number: FCC card number
 - Name: FCC applicant name
 - Card Type: Make sure the Card Type is Level One
 - Invoice: Payment status
 - Card Status: FCC application or card FCC Card Number and FCC Card Expiration Date. CR Log 48
 - Expiration Date: FCC card expiration date

Dashboard My Employee's Cards Page Examples

My Employee's Fingerprint Clearance Cards

To see the connected employee's click [here](#)

Date Received ↑	Application Number ↑	Name ↑	Card Type ↑	Invoice ↑	Card Status ↑
3/12/2024	P024396575	Test Test	Regular - New	Paid	In Process

1 - 1 of 1 | < > | Items per page: 10 ▼

Figure 61. My Employee's Fingerprint Clearance Card

Connected Employee Details

Name ↓	Email ↑	Actions
Test Test	chctest@yopmail.com	Remove Link

1 - 1 of 1 |< < > >| Items per page: 5 ▼

[Add Employee](#)

Cancel

Figure 62. Connected Employee's Details (Fingerprint Clearance Cards)



Please enter the email address of the employee to whom you want to connect your account.

Employee Email Address*

Cancel

Continue

Figure 63. My Employee's Cards (Fingerprint Clearance Cards)



Figure 64. My Employee's Cards (Fingerprint Clearance Cards)



Are you sure you want to remove the employee?

No

Yes

Figure 65. Remove Employee Popup (Fingerprint Clearance Cards)



Figure 66. Employee Removed Confirmation (Fingerprint Clearance Cards)

Dashboard: Agency Role

Login to the CBC and click 'Dashboard' in the upper right header. The Dashboard has the following sections:

- [Recent Notifications](#)
- Link to remove connected employers
- My Connected Employers section with a list of connected employers

The Dashboard also includes the following menu options on the left:

- My Activity: Displays the dashboard sections where a request has been submitted.
- [Message Center](#): Displays the inbox for CBC notifications.
- My Favorites: Not applicable for Employer and Agency roles.

Recent Notifications

Agency accounts who provide oversight of Employer accounts will receive the following automated notifications:

- Employment background check result report
- Annual employment registry check due or has expired
- Confirmation of employment relationship required, but Employer did not respond
- Employer added to an Employee account and background check results are available
- Employment request expired due to name change

When the CBC generates a notification, an email is sent to the email address listed on the account to indicate a new message is available. The 'Recent Notifications' section of the Dashboard displays the **unread** messages generated by the CBC. This section includes a:

- Link to the Message Center to view all messages.
- List of unread messages and the following details:
 - Date: The date the CBC generated the notification.
 - From: arizona_centralized_background_checks@cbc.gov
 - Subject: Subject of the CBC notification.
 - Reference: The system generated Request ID is listed for reference.
 - Attachments: Link to download the result report.

Recent Notifications

Here you'll see all of your unread messages. Go to the [Message Center](#) to view all of your messages.

Date ↓	From ↑	Subject ↑	Reference ↑	Attachments ↑
--------	--------	-----------	-------------	---------------

0 of 0 |< < > >| Items per page: 10 ▼

Figure 67. Recent Notifications

Dashboard: My Connected Employers

The [‘My Connected Employers’](#) section of the Dashboard includes a:

- Link to view or remove connected employers.
 - The [‘Connected Employer Details’](#) page displays:
 - Representative Name
 - Email address associated with the CBC account with Employer role
 - Actions column: A [‘Remove Link’](#) option is available for each connected employee.
 - Click ‘Yes’ to ‘Are you sure you want to remove the employer?’. By removing the employer, will no longer have access to their employment background checks.
 - Confirmation message displays: ‘Employer linking removed successfully’.
- [List of connected accounts with Employer role](#) and the following for each Employer:
 - Employer Name: Click the link to view open a new tab with a view of the Dashboard for the selected Employer. Then, click ‘Dashboard’ to return to your list of connected accounts with Employer role. The My Employee Request page includes:
 - To see result report, click on the paperclip icon.
 - To see the Source(s) requested, click on the Request number.
 - To add a Contract/Solicitation Number or Provider ID, click Add/Edit in the Contract No. column.
 - To search for the Fingerprint Clearance Card Number click [here](#).
 - List of submitted employment requests and the following information for each request.
 - Applicant/Employee name
 - Request Number: System generated number used to track the request. The number includes a link to view the sources included in the background check.
 - APS Registry
 - DCS Central Registry
 - Status:
 - Submitted: The request has been submitted and is ready for processing.
 - In Process: The request is in process and results are typically completed within three business days.
 - Completed: The background check has been completed and the result report is available. Click the paperclip icon to view the result report(s).
 - Expired: The request has expired, and a new request is required for background checks. The result report for this request is still available. Click the paperclip icon to view the result report(s). If the person is still employed, they must submit a new employment background check request.
 - Canceled: The request was submitted but canceled by the requestor prior to completion of the background check result report.

- Last Recheck: The CBC initiates periodic rechecks for employment requests and displays the date of the last recheck.
- Last Record Found: Click to select and download the result report.
- Contract Number:
 - If the account profile indicates the employer is associated with DES, this column displays a Contract link to view/update the Solicitation Number, Contract Number, or Provider ID. The information entered on the employment request is listed. Up to five additional numbers can be added. **WARNING:** The individual may be connected to more than one employer. Coordinate with the employee before changing or removing existing numbers to confirm a correction is needed.
 - Contract awarded after solicitation: Once a contract is awarded, change the Solicitation Number to the Contract Number.
- Paperclip icon: Click to select and download the result report.
- Representative Name
- [Contact Info](#): Click the 'Detail's link to view the following:
 - Employer Account Email
 - Business Phone
 - Mobile Phone
 - City
 - DES Division(s): If the Employer account is affiliated with DES, divisions listed in the Employer's account profile display.

My Connected Employers

To view or remove connected employers click [here](#).

To view employee requests for a specific employer, click the Employer Name.

To view an employer's contact information, click Details under Contact Info.

Employer Name ↑	Representative Name ↑	Contact Info ↑
CBC Test Employer	CBCEmployer CBCEmployer	Details

1 – 1 of 1 |< < > >| Items per page: 15 ▼

Figure 68. Agency Dashboard: My Connected Employers

Connected Employer Details

To add an employer, please contact them directly via email.

Representative Name ↓	Email ↑	Actions
CBCEmployer CBCEmployer	cbcemployer@yopmail.com	Remove Link

1 – 1 of 1 |< < > >| Items per page: 5 ▼

Cancel

Figure 69. My Connected Employers



Are you sure you want to remove the employer?

No

Yes

Figure 70. Remove Employer Popup



Figure 71. Employer Removed Confirmation



Contact Information

Employer Account Email: sarah@school.com

Business Phone (542) 432-5647

Mobile Phone (483) 743-8549

City Phoenix

DES Division(s) DDD, DCC

Close

Figure 72. Employer Contact Information Popup

My Employee Requests

To see result report, click on the paperclip icon.

To see the source(s) requested, click on the Request Number.

To add a Contract/Solicitation Number or Provider ID, click Add/Edit in the Contract No. column.

To search for the Fingerprint Clearance Card Number click [here](#)


	Applicant/ Employee ↑	Request Number ↑	Date Submitted ↑	Status ↑	Last Recheck ↑	Last Record Found ↑	Contract No. ↑	
<input type="checkbox"/>	Test, Test	E000001162	04/03/2021	Expired	04/25/2021	None	Add/Edit	

Figure 73. Selected Employer Dashboard View

Message Center

[Inbox](#) [Follow Up](#)

<input type="checkbox"/> Date ↓	From ↑	Subject ↑	Request ↑	Attachments
<input type="checkbox"/> 03/11/2024	Arizona Centralized Background Checks (CBC)	Test, Test - No Match Results for Caregiver Registry C...	C000000729	
<input type="checkbox"/> 03/11/2024	Arizona Centralized Background Checks (CBC)	Test, Test - Confirmation of Employment Relationship ...	E000000730	
<input type="checkbox"/> 03/10/2024	Arizona Centralized Background Checks (CBC)	Test, Test - No Match Results for Employment Registr...	E000000730	
<input type="checkbox"/> 03/10/2024	Arizona Centralized Background Checks (CBC)	Test, Test - No Match Results for Employment Registr...	E000000728	

1 – 4 of 4 | < > | Items per page: 10 ▼

Figure 74. Inbox

Message Center


When the CBC generates a notification, an email is sent to the email address listed on the account to indicate a new message is available. The 'Message Center' contains the notifications generated by the CBC. Login to the CBC, click 'Messages' in the upper right header.

The Message Center includes:

- **Inbox:** List of all read (un-bolded) and unread (bolded) inbox messages and the following details:
 - Date: The date the CBC generated the notification.
 - From: arizona_centralized_background_checks@cbc.gov
 - Subject: Subject of the CBC notification.
 - Reference: The system generated Request ID is listed for reference.
 - Attachments: A paperclip icon displays if there is a result report to download. **Note:** Download and save each result report for your records.
- **Follow Up:** Click the checkbox next to one or more messages in the Inbox. The following options display:
 - Delete: Click the trash icon to delete the selected messages. Then, click 'Delete' to confirm: 'You are about to delete the selected message(s) from your inbox.' **Note:** The messages will no longer be displayed in the Message Center. However, they can be retrieved using the search option.
 - Follow Up flag: Click the flag icon to move the Inbox messages to the 'Follow Up' tab. Click the 'Follow Up' link to view the messages flagged for follow up. From the 'Follow Up' tab,
 - Click the checkbox next to one or more messages.
 - Click the trash icon to delete the selected messages OR
 - Click the flag icon to move the messages back to the Inbox
 - Search
 - To search by a date range, click the calendar icon. Then enter a 'Start Date' and 'End Date'.
 - For any other search, enter a value in "Type Something" and click the search icon.

Message Center

Inbox [Follow Up](#)

<input type="checkbox"/>	Date ↓	From ↑	Subject ↑	Request ↑	Attachments
<input checked="" type="checkbox"/>	03/11/2024	Arizona Centralized Background Checks (CBC)	Test, Test - No Match Results for Caregiver Registry C...	C000000729	
<input type="checkbox"/>	03/11/2024	Arizona Centralized Background Checks (CBC)	Test, Test - Confirmation of Employment Relationship ...	E000000730	
<input type="checkbox"/>	03/10/2024	Arizona Centralized Background Checks (CBC)	Test, Test - No Match Results for Employment Registr...	E000000730	
<input type="checkbox"/>	03/10/2024	Arizona Centralized Background Checks (CBC)	Test, Test - No Match Results for Employment Registr...	E000000728	

1 - 4 of 4 |< < > >| Items per page: 10 ▼



Figure 75. Delete and Follow Up Options

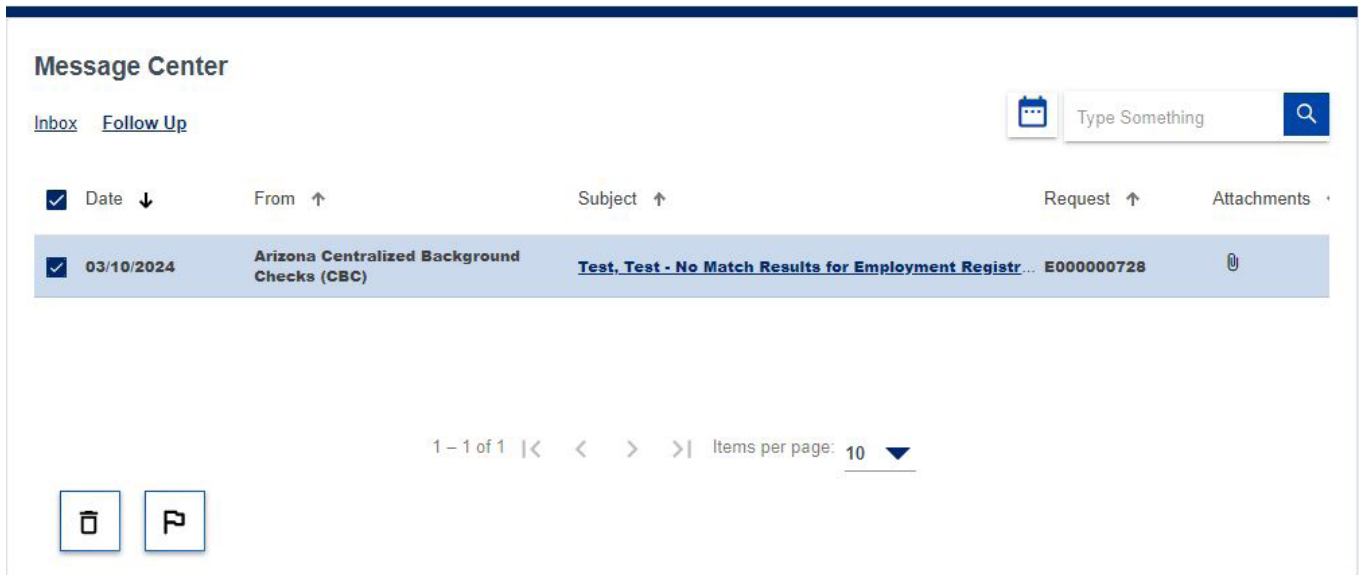


Figure 76. Delete and Follow Up Options



Delete messages?

You are about to delete the selected message(s) from your Inbox.

Cancel

Delete

Figure 77. Delete and Remove Follow Up Options

Start Date End Date Type Something

MM/DD/YYYY MM/DD/YYYY

The image shows a search interface with three input fields. The first field is labeled 'Start Date' and has a calendar icon to its left. Below it is the placeholder text 'MM/DD/YYYY'. The second field is labeled 'End Date' and also has a calendar icon to its left. Below it is the placeholder text 'MM/DD/YYYY'. The third field is a search box containing the text 'Type Something' and a magnifying glass icon on the right side.

Figure 78. Search Options

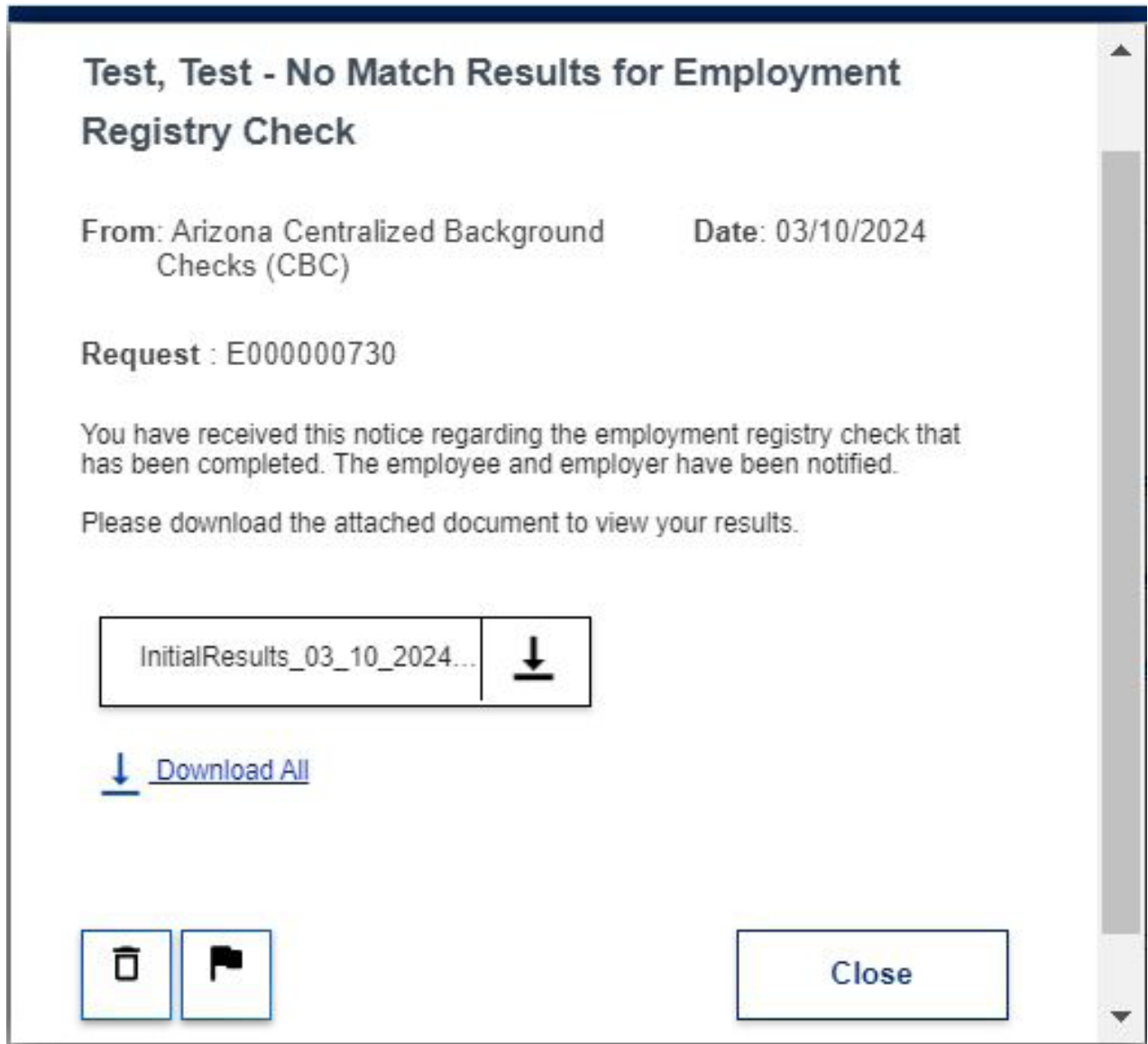


Figure 79. Search Options

Notifications

Click the link in the 'Subject' column for a notification you would like to view. Use the scroll bar on the right, if needed, to view the whole message. The options within the notification are:

- Click 'X' or 'Close' to return to the Inbox or Follow Up tab.
- Click the trash icon to delete the selected messages OR
- Click the flag icon to move the messages back to the Inbox

Profile Information

*Indicates required field.

Edit your personal information here.

Update Profile

Legal First Name*

CBCEmployer

Middle Initial

Legal Last Name*

CBCEmployer

Date of Birth*

12/31/1969



MM/DD/YYYY

Email*

cbcemployer@yopmail.com

What is your DES affiliation? Select the option that applies.*

- Current Contractor/Service Provider
- Potential Contractor/Service Provider
- DES Human Resources (HR)
- Not affiliated with DES

Division (Select all that apply)*

- Division of Developmental Disability (DDD)
- Division of Child Care (DCC)
- Division of Community Assistance and Development (DCAD)
- Division of Aging and Adult Services (DAAS)
- Division of Employment and Rehabilitation Services (DERS)
- Division of Arizona Early Intervention Program (AzEIP)

Phone Type
Home



Phone #

(000)000-0000

+ [Add another number](#)

Figure 80. User Profile - Profile Tab

Update Profile

The account profile is shared for the CBC and the DPS PSP portals. The profile includes the following information that can be updated. The information below can be updated from either the CBC or the DPS PSP **except** the name on the account.

- [Profile Information](#)
 - Name
 - Phone Numbers
 - Email Address
 - What is your DES affiliation?
 - Current Contractor/Service Provider
 - Potential Contractor/Service Provider
 - DES Human Resources (HR)
 - Not affiliated with DES
- [Address](#)
 - Physical Address
 - Mailing Address
- [Security](#)
 - Password
 - Security Questions and Answers
- [Notifications](#) (On/Off)
 - Email
 - Text Messages: Not available

To change the profile information:

- Login to the CBC and click the 'Hi <username>' link in the header.
- Select the 'Profile' option.
- Select the applicable tab and enter the updates:
 - Profile Information
 - Address
 - Security
 - Notifications
- Click "Save Changes".

Address Information

Edit your address here:

*Indicates required field.

Update Address

Physical Address

Address*

123 Test Road

Apt

City*

Phoenix

State*

AZ

Zip Code*

85007

Mailing Address

Mailing is the same as Physical Address

Address*

123 Test Road

Apt

City*

Phoenix

State*

AZ

Zip Code*

85007

Figure 81. User Profile - Address Tab

Password and Security Questions

Update your Password and Security Questions here. All fields are required except for the ones marked as optional:

*Indicates required field.

Password

Update Password

Security Questions

Update Security Questions

Security Question #1 *

Who was your childhood hero?



Answer *

.....



Security Question #2 *

What was your childhood nickname?



Answer *

.....



Security Question #3 *

What was your dream job as a child?



Answer *

.....



Figure 82. User Profile - Security Tab

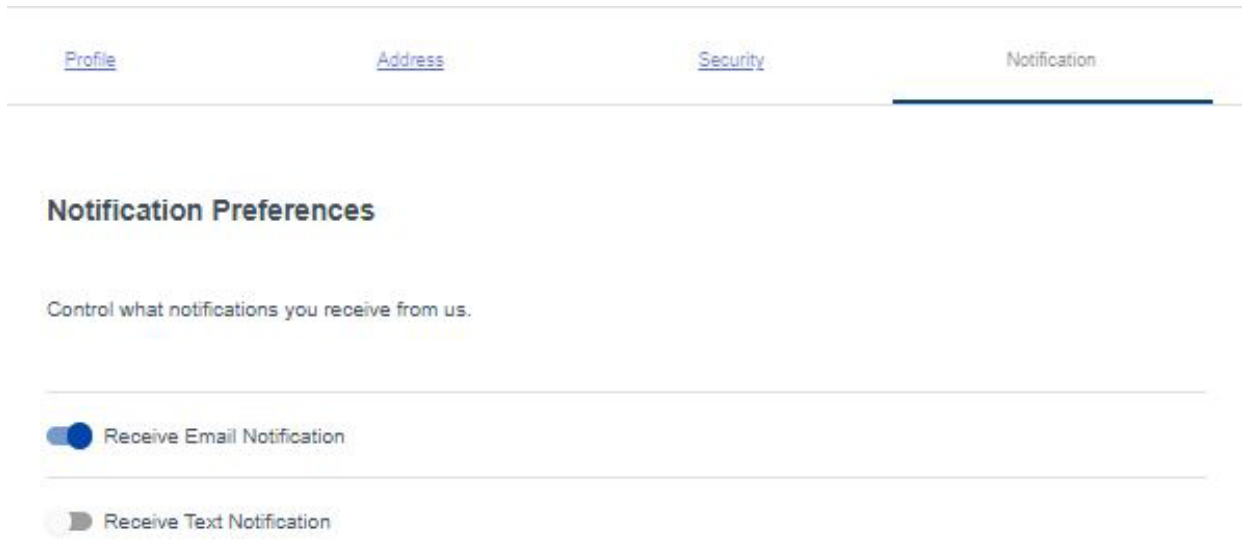


Figure 83. User Profile - Notification Tab

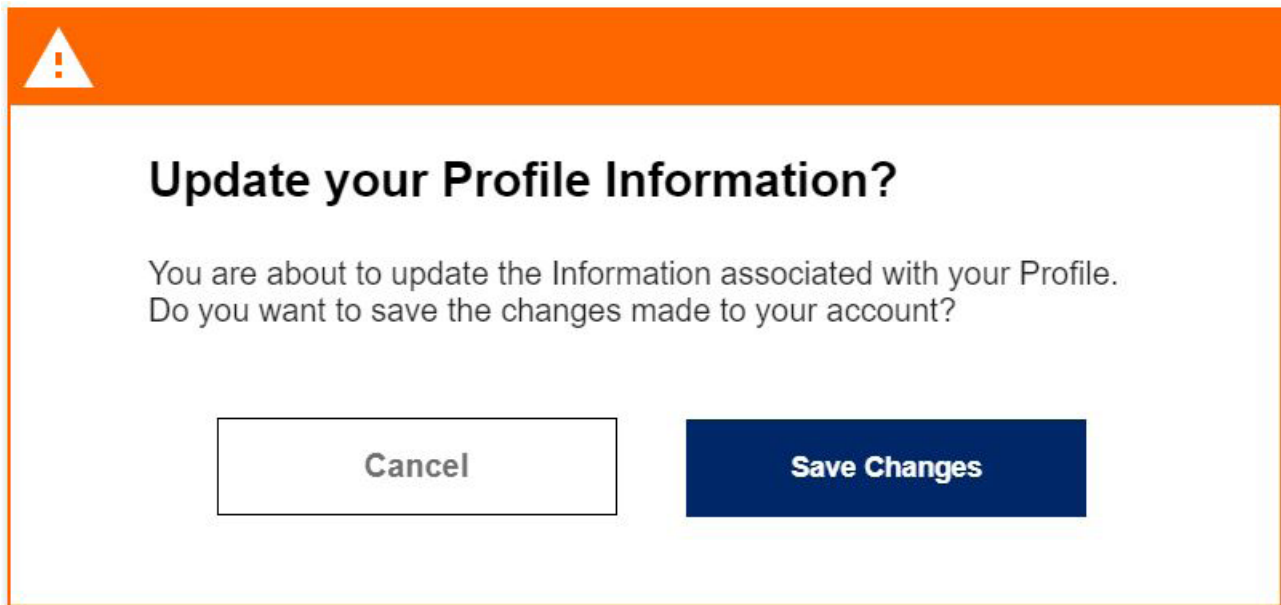


Figure 84. User Profile – Update Confirmation

Employer Notification Examples

The following section provides examples of notifications an Employer may receive.



Exhibit 1: Confirmation of Employment Registry Check Request Submission



Test, Test - No Match Results for Employment Registry Check

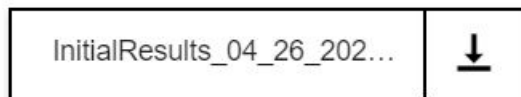
From: Arizona Centralized Background Checks (CBC)

Date: 04/26/2024

Request : E000001336

You have received this notice regarding the employment registry check that has been completed. The employee and employer have been notified.

Please download the attached document to view your results.



[↓ Download All](#)

Exhibit 2: No Match Results for Employment Registry Check



Roads, Country - Match Results for Employment Registry Check

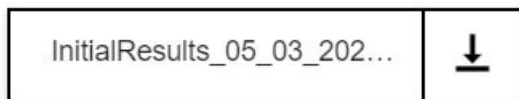
From: Arizona Centralized Background Checks (CBC)

Date: 05/03/2024

Request : E000001403

You have received this notice regarding the employment registry check that has been completed. The employee and employer have been notified.

Please download the attached document to view your results.



[↓ Download All](#)

Exhibit 3: Match Results for Employment Registry Check



Roads, Country - Employment Registry Check Results Available

From: Arizona Centralized Background Checks **Date:** 05/13/2024
(CBC)

Request : E000001442

An employee or prospective employee, Country Roads has previously submitted an employment registry check request for:
Department of Child Safety (DCS) Central Registry
Arizona Adult Protective Services (APS) Registry

You may download the results by going to your Dashboard, scrolling down to the My Employees Requests tile, locating the employee's name, clicking the paperclip icon, and selecting the report you want to download.
Click [here](#) to go to your Dashboard.

Exhibit 4: Employer Added – Results Available



Roads, Country - Confirmation of Employment Relationship Required

From: Arizona Centralized Background Checks (CBC)

Date: 05/07/2024

Request : E000001403

In order to perform periodic background checks, you must confirm your current employment relationship with Roads, Country. Their current background check will expire in 5 days if you do not confirm the employment relationship. Click [here](#) and locate the employee's name to Confirm or Remove the employment relationship.

Exhibit 5: Confirmation of Employment Relationship Required



Roads, Country - DCS Registry Match - Recheck Results

From: Arizona Centralized Background Checks (CBC)

Date: 05/19/2024

Request : E000001442

The Arizona Centralized Background Checks (CBC) system performs periodic rechecks for employment background check requests. You have received this notice regarding new substantiated findings for Roads, Country that have been found on the Department of Child Safety (DCS) Registry since the last result report. The employee and employer have been notified.



[Download All](#)

Exhibit 6: DCS Registry Match - Recheck Results



Roads, Country - APS Registry Match - Recheck Results

From: Arizona Centralized Background Checks (CBC)

Date: 05/19/2024

Request : E000001442

The Arizona Centralized Background Checks (CBC) system performs periodic rechecks for employment background check requests. You have received this notice regarding new substantiated findings for Roads, Country that have been found on the Arizona Adult Protective Services (APS) Registry since the last result report. The employee and employer have been notified.



[Download All](#)

Exhibit 7: APS Registry Match – Recheck Results



Test, Test - Employment Background Check Expired

From: Arizona Centralized Background Checks **Date:** 05/12/2024
(CBC)

Request : E000001349

An employment background check for **Test, Test** has expired. If this employee is still with your company, they must submit a new employment background check and you must assess the employee's ongoing employment/ability to provide services.

Exhibit 8: Employment Request Expired



Test, Test - Annual Employment Registry Check Due

From: Arizona Centralized Background Checks **Date:** 04/16/2024
(CBC)

Request : E000001236

An annual Employment Registry Check is due for Test, Test . Your Employee has been notified.

Your employee must submit an employment background check **as soon as possible** to ensure it does not affect their ongoing employment/ability to provide services.

If this employee is no longer with your company, click [here](#) and locate the employee's name on the page, then click "Remove Link" in the Action column.

Exhibit 9: Annual Employment Registry Check Due



Test, Test - Annual Employment Registry Check Due in 3 Days

From: Arizona Centralized Background Checks **Date:** 04/17/2024
(CBC)

Request : E000001236

An annual Employment Registry Check is due in **3 days** for Test, Test .
Your Employee has been notified.

Your employee must submit an employment background check **as soon as possible** to ensure it does not affect their ongoing employment/ability to provide services. This will serve as the final notice before the current background check expires.

If this employee is no longer with your company, click [here](#) and locate the employee's name on the page, then click "Remove Link" in the Action column.

Exhibit 10: Annual Employment Registry Check – Due in 3 Days



Test, Test - Annual Employment Registry Check Not Completed

From: Arizona Centralized Background Checks **Date:** 04/17/2024
(CBC)

Request : E000001236

An annual Employment Registry Check was not completed for Test, Test .
Your Employee has been notified. Their current background check has expired.

You must assess the employee's ongoing employment/ability to provide services.

If this employee is no longer with your company, click [here](#) and locate the employee's name on the page, then click "Remove Link" in the Action column.

Exhibit 11: Annual Employment Registry Check – Not Completed

Ticket, Service Now - Account Name Changed – Updated Employment Background Check Request Required

From: Arizona Centralized Background Checks (CBC)

Date: 05/25/2024

Request : E000001485

The name on the employee's account has been changed. They must submit an employment background check with their new name **as soon as possible** to ensure it does not affect their ongoing employment/ability to provide services. This will serve as the **only notice** before the current background check expires.

The Employee has been notified.

Previous Name: Ticket, Service Now

New Name: Ticket, Remedy

Email: cherwellticketsteph@yopmail.com

If this employee is no longer with your company, click [here](#) and locate the employee's name on the page, then click "Remove Link" in the Action column.

Exhibit 12: Account Name Changed – Updated Employment Background Check Request Required



| **Test, Test** - Account Name Changed – **Updated Employment Background Check Request Not Completed**

From: Arizona Centralized Background Checks **Date:** 04/16/2024
(CBC)

Request : E000001158

The name on the employee's account has been changed. An updated Employment Registry Check was not submitted. The current background check has expired.

The Employee has been notified.

If they are still employed, they must submit an employment background check **as soon as possible** to ensure it does not affect their ongoing employment/ability to provide services.

Previous Name: Test, Test

New Name: Case, Test

Email: Test@email.com

If this employee is no longer with your company, click [here](#) and locate the employee's name on the page, then click "Remove Link" in the Action column.

Exhibit 13: Account Name Changed – Updated Employment Background Check Request Not Completed

DCS Caregiver Agency Notification Examples

The following section provides examples of notifications a Caregiver Agency may receive.



Submission of Caregiver Registry Check Request

From: Arizona Centralized Background Checks (CBC)

Date: 05/10/2024

Request : C000001431

This message serves as a confirmation that Country Roads has successfully submitted a caregiver registry check request for:

Department of Child Safety (DCS) Central Registry

Arizona Adult Protective Services (APS) Registry

You may view the status of the request on your [Dashboard](#). You will be notified once the results have been processed.

Exhibit 14: Confirmation of Caregiver Registry Check Request Submission



Test, Test - No Match Results for Caregiver Registry Check

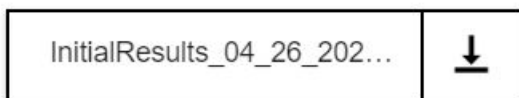
From: Arizona Centralized Background Checks (CBC)

Date: 04/26/2024

Request : C000001337

You have received this notice regarding the caregiver registry check that has been completed. The caregiver and agency have been notified.

Please download the attached document to view the results.



[↓ Download All](#)

Exhibit 15: No Match Results for Caregiver Registry Check



Roads, Country - Match Results for Caregiver Registry Check

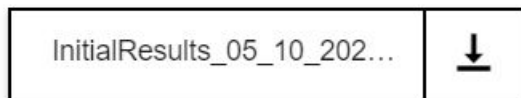
From: Arizona Centralized Background Checks (CBC)

Date: 05/10/2024

Request : C000001431

You have received this notice regarding the caregiver registry check that has been completed. The caregiver and agency have been notified.

Please download the attached document to view the results.



[↓ Download All](#)

Exhibit 16: Match Results for Caregiver Registry Check

Agency Notification Examples

The following section provides examples of notifications an Agency may receive.



CBC Test Employer - No Match Results for Employment Registry Check

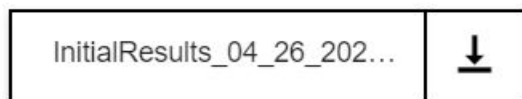
From: Arizona Centralized Background Checks (CBC)

Date: 04/26/2024

Request : E000001336

You have received this notice regarding the employment registry check that has been completed for Test Test. The employee and employer have been notified.

Please download the attached document to view your results.



[↓ Download All](#)

Exhibit 17: No Match Results for Employment Registry Check



CBC Test Employer - Match Results for Employment Registry Check

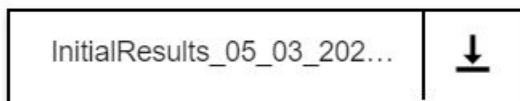
From: Arizona Centralized Background Checks (CBC)

Date: 05/03/2024

Request : E000001403

You have received this notice regarding the employment registry check that has been completed for Country Roads. The employee and employer have been notified.

Please download the attached document to view your results.



[↓ Download All](#)

Exhibit 18: Match Results for Employment Registry Check



CBC Employer DES 312 - Employment Registry Check Results Available

From: Arizona Centralized Background Checks **Date:** 05/20/2024
(CBC)

Request : E000001442

An employee or prospective employee, Country Roads has previously submitted an employment registry check request for:
Department of Child Safety (DCS) Central Registry
Arizona Adult Protective Services (APS) Registry

The employer has been notified.

You may download the results by going to your Dashboard, scrolling down to the My connected Employers tile, locating and selecting the Employer's Name, then locating the employee's name, clicking the paperclip icon, and selecting the report you want to download. Click [here](#) to go to your Dashboard.

Exhibit 19: Employer Added – Results Available



CBC Employer DES 312 - DCS Registry Match - Recheck Results

From: Arizona Centralized Background Checks (CBC)

Date: 05/22/2024

Request : E000001444

The Arizona Centralized Background Checks (CBC) system performs periodic rechecks for employment background check requests. You have received this notice regarding new substantiated findings for **Test, Test** that have been found on the Department of Child Safety (DCS) Registry since the last result report. The employee and employer have been notified.

DCSRecheckResults_05_...	
--------------------------	--

[Download All](#)

Exhibit 20: DCS Registry Match - Recheck Results



CBC Employer DES 312 - APS Registry Match - Recheck Results

From: Arizona Centralized Background
Checks (CBC)

Date: 05/22/2024

Request : E000001444

The Arizona Centralized Background Checks (CBC) system performs periodic rechecks for employment background check requests. You have received this notice regarding new substantiated findings for **Test, Test** that have been found on the Arizona Adult Protective Services (APS) Registry since the last result report. The employee and employer have been notified.



[↓ Download All](#)

Exhibit 21: APS Registry Match – Recheck Results



CBC Test Employer - Employment Background Check Expired

From: Arizona Centralized Background
Checks (CBC)

Date: 05/12/2024

Request : E000001403

An employment background check for Roads, Country has expired. The employer has been notified that the employee must submit a new employment background check, and the employer must assess the employee's ongoing employment/ability to provide services.

Exhibit 22: Employment Request Expired



Edge Non DES Employer - Annual Employment Registry Check Due

From: Arizona Centralized Background Checks **Date:** 04/16/2024
(CBC)

Request : E000001236

An annual Employment Registry Check is due in 30 days for Test, Test
The employer has been notified that the employee must submit a new employment background check **as soon as possible** to ensure it does not affect their ongoing employment/ability to provide services.

Exhibit 23: Annual Employment Registry Check Due



Edge Non DES Employer - Annual Employment Registry Check Due in 3 Days

From: Arizona Centralized Background Checks **Date:** 04/17/2024
(CBC)

Request : E000001236

An annual Employment Registry Check is due in **3 days** for Test, Test . The employer has been notified that the employee must submit a new employment background check **as soon as possible** to ensure it does not affect their ongoing employment/ability to provide services. This will serve as the **final notice** before the current background check expires.

Exhibit 24: Annual Employment Registry Check – Due in 3 Days



Edge Non DES Employer - Annual Employment Registry Check Not Completed

From: Arizona Centralized Background Checks **Date:** 04/17/2024
(CBC)

Request : E000001236

An annual Employment Registry Check was not completed for Test, Test .
Their current background check has expired. The employer has been notified they must assess the employee's ongoing employment/ability to provide services.

Exhibit 25: Annual Employment Registry Check – Not Completed

Previous Name: Test, Test

New Name: Case, Test

Email: Test@email.com



**Edge Non DES Employer - Account Name Changed
– Updated Employment Background Check Request
Not Completed**

From: Arizona Centralized Background
Checks (CBC)

Date: 03/21/2024

Request : E000000753

The name on an employee's account has been changed. An updated Employment Registry Check was not submitted. The current background check has expired.

The employer has been notified they must assess the employee's ongoing employment/ability to provide services.

Exhibit 26: Account Name Changed – Updated Employment Background Check Request Not Completed

Employment Result Report Examples

The following section provides examples of result reports for Employment requests.



As required by and in accordance with Arizona Revised Statute (ARS) § 8-804; Contractors, Subcontractors and Offerors are required to submit the “Request for Search of Central Registry for Background Check” form for each employee or prospective employee of the Contractor, Subcontractor or Offeror who provides direct services to children or vulnerable adults. For employers that support the Department of Economic Security - Division of Child Care, this check is required by and in accordance with Arizona Revised Statute (ARS) § 8-804 and the Code of Federal Regulations (CFR) Title 45 § 98.43.

Employers must confirm that the Request Summary section of this report accurately lists the applicant/employee's first name, last name, middle name, date of birth, and alias names. The registry checks are completed based on the information provided by the applicant/employee on the request form. If the information is incorrect, instruct the applicant/employee to submit a new request with correct information.

Registry Checks have been completed for Test Test for the Department of Child Safety (DCS) and the Arizona Adult Protective Services (APS). The report also includes the background check request details as provided by the requester.

Department of Child Safety (DCS) Central Registry Check Results

After conducting a search of the Department of Child Safety (DCS) Central Registry database on the referenced individual, no person(s) submitted for background check has a substantiated finding of child abuse or neglect on the Central Registry database.

Check Completed by: Office of Licensing and Regulation (OLR) Background Check Unit

Date: 04-26-2024

Arizona Adult Protective Services (APS) Registry Check Results

After conducting a search of the Arizona Adult Protective Services (APS) Registry on the referenced individual, no person(s) submitted for background check has a substantiated finding in Arizona of abuse, neglect, or exploitation of a vulnerable adult on the APS Registry.

Request Summary:

Request Number : E000001336

Date Submitted : 04-26-2024

First Name : Test

Middle Name :

Last Name : Test

Suffix :

Date of Birth : 01/01/1970

Physical Address : 134 Test Road

Apt. :

City : PHOENIX

State : AZ

Zip : 85007

Date Employed :

Fingerprint Clearance Card Application Number :

Solicitation/Contract Number(s) or Provider ID(s) : 123489

Have you lived at your current address for five (5) years or longer? : no

Previous Name(s) :

First Name: Sue Last Name: Test

Are you currently the SUBJECT (NOT THE VICTIM) of an investigation of child abuse or child neglect in Arizona, or another state or jurisdiction? : yes

Have you ever been the SUBJECT (NOT THE VICTIM) of an investigation of child abuse or child neglect in Arizona, or another state or jurisdiction that resulted in a substantiated (determined to have occurred) finding? : yes

Investigation Information :

What was the allegation?: test When was the investigation?: test Where was the investigation? : test

Additional Information : test

Previous Address Information:

Address 1 :

Address : 1234 Test Road

Apt :

City : Tucson

Country : USA

From : 02/01/2024

To : 03/22/2024



Exhibit 27: Employment Background Check Request – No Match Found

Registry Checks have been completed for Country Roads for the Department of Child Safety (DCS) and the Arizona Adult Protective Services (APS). The report also includes the background check request details as provided by the requester.

Department of Child Safety (DCS) Central Registry Check Results

As required by and in accordance with Arizona Revised Statute (ARS) § 8-804; Contractors, Subcontractors and Offerors are required to submit the “Request for Search of Central Registry for Background Check” form for each employee or prospective employee of the Contractor, Subcontractor or Offeror who provides direct services to children or vulnerable adults. For employers that support the Department of Economic Security - Division of Child Care, this check is required by and in accordance with Arizona Revised Statute (ARS) § 8-804 and the Code of Federal Regulations (CFR) Title 45 § 98.43.

Employers must confirm that the Request Summary section of this report accurately lists the applicant/employee's first name, last name, middle name, date of birth, and alias names. The registry checks are completed based on the information provided by the applicant/employee on the request form. If the information is incorrect, instruct the applicant/employee to submit a new request with correct information.

After conducting a search of the Department of Child Safety (DCS) Central Registry for Employment the listings below provide all of the substantiated findings associated with the individual named below.

Requester Name, Date of Birth : Country Roads, 07-21-1990

Allegation	Allegation Code/ Description	Intake ID #	Disqualifying or Non-Disqualifying	Date Exception Approved
Emotional Abuse	Incident or pattern of behavior directed toward child/ interferes with normal functioning (berating, name calling,	IN00026196	Disqualifying	

The individual named above may contact the DCS Protective Services Review Team at (602) 255- 2699 regarding this report referencing the Report ID cited above. To see a listing of the Disqualifying acts, please click on this link [DCS Forms | Arizona Department of Child Safety \(az.gov\)](#) and search for “CSO-3037”.

A Central Registry for Employment Exception may be requested by the individual through the Arizona Board of Fingerprinting (AzBOF) for the Disqualifying Acts only. Additional information can be found at <https://fingerprint.az.gov>. They can be reached by mail at Arizona Board of Fingerprinting, P.O. Box 6129 - Mail Code 185, Phoenix, AZ 85005 or by phone at (602) 265-0135 or via email at info@fingerprint.az.gov

If an exception is approved by AzBOF, the prospective employee should submit that letter to the prospective employer for consideration in the hiring process. An exception approval does not guarantee employment on all substantiated findings that apply to either Disqualifying or Non-Disqualifying findings.

Check Completed by: Office of Licensing and Regulation (OLR) Background Check Unit

Date: 04-23-2024

Arizona Adult Protective Services (APS) Registry Check Results

Employers are encouraged to review the APS registry when deciding whether to employ a person to provide care for vulnerable populations. The decision to hire a person listed on the APS Registry is solely up to the employer. Refer to A.R.S. § 46-459.

Employers may consider using the [AAA-1355A - APS Registry Employer Certification Form](#) to

capture and resolve any APS findings with the applicant/employee and place the completed form in the Human Resources file.

The purpose of the APS Registry is to prevent vulnerable adults and children from being victimized by individuals who have been found, through an APS investigation and due process, to have abused, neglected, or exploited a vulnerable adult. Refer to A.R.S. § 46-459.

Requester Name, Date of Birth : Country Roads, 07-21-1990

Match Type	Match Details	Findings	Description of Disposition	Date Placed on Registry
Partial Match	Alias Last Name Date Of Birth	Neglect	On or about 2020, NAME (date of birth), while acting as the owner of the assisted living home at which a vulnerable adult resided, failed to provide the vulnerable adult with supervision as NAME wore headphones and stayed on the second floor of the home while the vulnerable adult was on the first floor. As a result, NAME would have been unable to hear the vulnerable adult if she needed assistance. Such conduct is prohibited per A.R.S. § 46-451(A)(7).	04-20-2023

Request Summary:

Request Number : E000001321

Date Submitted : 04-23-2024

First Name : Country

Middle Name :

Last Name : Roads

Suffix :

Date of Birth : 07/21/1990

Physical Address : 17 COUNTY ROAD 2054

Apt. :

City : Alpine

State : AZ

Zip : 85290

Date Employed :

Fingerprint Clearance Card Application Number :

Solicitation/Contract Number or Provider ID : 897845

Have you lived at your current address for five (5) years or longer? : yes

Are you currently the SUBJECT (NOT THE VICTIM) of an investigation of child abuse or child neglect in Arizona, or another state or jurisdiction? : no

Have you ever been the SUBJECT (NOT THE VICTIM) of an investigation of child abuse or child neglect in Arizona, or another state or jurisdiction that resulted in a substantiated (determined to have occurred) finding? : no

Additional Information : null

Previous Address Information:None

ARIZONA

Centralized Background Checks

Exhibit 28: Employment Background Check Request – Match Found



As required by and in accordance with Arizona Revised Statute (ARS) § 8-804; Contractors, Subcontractors and Offerors are required to submit the “Request for Search of Central Registry for Background Check” form for each employee or prospective employee of the Contractor, Subcontractor or Offeror who provides direct services to children or vulnerable adults. For employers that support the Department of Economic Security - Division of Child Care, this check is required by and in accordance with Arizona Revised Statute (ARS) § 8-804 and the Code of Federal Regulations (CFR) Title 45 § 98.43.

Employers must confirm that the Request Summary section of this report accurately lists the applicant/employee's first name, last name, middle name, date of birth, and alias names. The registry checks are completed based on the information provided by the applicant/employee on the request form. If the information is incorrect, instruct the applicant/employee to submit a new request with correct information.

The Arizona Centralized Background Checks (CBC) system performs periodic rechecks for employment background check requests. A recheck of the Department of Child Safety (DCS) Registry has been completed for Country Roads and the listings below provide only new substantiated findings since the last result report. The report also includes the initial background check request details as provided by the requester.

Requester Name: Country Roads

Allegation	Allegation Code/ Description	Intake ID #	Disqualifying or Non-Disqualifying	Date Exception Approved
Neglect	Unwilling or unable to meet child's needs for medical health care	IN00026196	Non-Disqualifying	

The individual named above may contact the DCS Protective Services Review Team at (602) 255- 2699 regarding this report referencing the Report ID cited above.

A Central Registry for Employment Exception may be requested by the individual through the Arizona Board of Fingerprinting (AzBOF) for the Disqualifying Acts only. Additional information can be found at <https://fingerprint.az.gov>. They can be reached by mail at Arizona Board of Fingerprinting, P.O. Box 6129 - Mail Code 185, Phoenix, AZ 85005 or by phone at (602) 265-0135 or via email at info@fingerprint.az.gov

If an exception is approved by AzBOF, the prospective employee should submit that letter to the prospective employer for consideration in the hiring process. An exception approval does not guarantee employment on all substantiated findings that apply to either Disqualifying or Non-Disqualifying findings.

Check Completed by: Office of Licensing and Regulation (OLR) Background Check Unit

Date: 05-02-2024

Request Summary:

Request Number : E000001321

Date Submitted : 04-23-2024

First Name : Country

Middle Name :

Last Name : Roads

Suffix :

Date of Birth : 07/21/1990

Physical Address : 17 COUNTY ROAD 2054

Apt. :

City : Alpine

State : AZ

Zip : 85290

Date Employed :

Fingerprint Clearance Card Application Number :

Solicitation/ Contract Number(s) or Provider

ID(s) : 123456

Have you ever been the SUBJECT (NOT THE VICTIM) of an investigation of child abuse or child neglect in Arizona, or another state or jurisdiction that resulted in a substantiated (determined to have occurred) finding? : no

Additional Information : null

Previous Address Information:None



Exhibit 29: Employment Recheck – DCS Match Found



The Arizona Centralized Background Checks (CBC) system performs periodic rechecks for employment background check requests. A recheck of the Adult Protective Services (APS) Registry has been completed for Country Roads and the listings below provide only new substantiated findings since the last result report. The report also includes the initial background check request details as provided by the requester.

Arizona Adult Protective Services (APS) Registry Check Results

Employers are encouraged to review the APS registry when deciding whether to employ a person to provide care for vulnerable populations. The decision to hire a person listed on the APS Registry is solely up to the employer. Refer to A.R.S. § 46-459.

Employers may consider using the [AAA-1355A - APS Registry Employer Certification Form](#) to capture and resolve any APS findings with the applicant/employee and place the completed form in the Human Resources file.

The purpose of the APS Registry is to prevent vulnerable adults and children from being victimized by individuals who have been found, through an APS investigation and due process, to have abused, neglected, or exploited a vulnerable adult. Refer to A.R.S. § 46-459.

Requester Name, Date of Birth : Country Roads, 07-21-1990

Match Type	Match Details	Findings	Description of Disposition	Date Placed on Registry
Partial Match	Alias Last Name Date Of Birth	Neglect	On or about _____, NAME (date of birth _____), while acting as the owner of the assisted living home at which a vulnerable adult resided, failed to provide the vulnerable adult with supervision as NAME wore headphones and stayed on the second floor of the home while the vulnerable adult was on the first floor. As a result, NAME would have been unable to hear the vulnerable adult if she needed assistance. Such conduct is prohibited per A.R.S. § 46-451(A)(7).	04-26-2024

Date: 05-02-2024

Request Summary :

Request Number : E000001321

Date Submitted : 04-23-2024

First Name : Country

Middle Name :

Last Name : Roads

Suffix :

Date of Birth : 07/21/1990

Physical Address : 17 COUNTY ROAD 2054

Apt. :

City : Alpine

State : AZ

Zip : 85290

Date Employed :

Fingerprint Clearance Card Application Number :

Solicitation/Contract Number(s) or Provider

ID(s) : ,undefined,undefined,undefined,undefined,undefined,undefined

Have you lived at your current address for five (5) years or longer? : yes

Are you currently the SUBJECT (NOT THE VICTIM) of an investigation of child abuse or child neglect in Arizona, or another state or jurisdiction? : no

Have you ever been the SUBJECT (NOT THE VICTIM) of an investigation of child abuse or child neglect in Arizona, or another state or jurisdiction that resulted in a substantiated (determined to have occurred) finding? : no

Additional Information : null

Previous Address Information:None



DCS Caregiver Result Report Examples

The following section provides examples of result reports for Employment requests.



Registry Checks have been completed for the requester Test Test, and the additional adult household members, for the Department of Child Safety (DCS) and the Arizona Adult Protective Services (APS). The report also includes the background check request details as provided by the requester.

Department of Child Safety (DCS) Central Registry Check Results

After conducting a search of the Department of Child Safety (DCS) Central Registry database on the referenced individual, no person(s) submitted for background check has a substantiated finding of child abuse or neglect on the Central Registry database.

No Substantiated Findings

The names listed below do not have a record in the DCS Central Registry.

Test Test
John Test
Jamie Test

Check Completed by: Worker, Test

Date: 04-26-2024

Arizona Adult Protective Services (APS) Registry Check Results

After conducting a search of the Arizona Adult Protective Services (APS) Registry on the referenced individual, no person(s) submitted for background check has a substantiated finding in Arizona of abuse, neglect, or exploitation of a vulnerable adult on the APS Registry.

No Substantiated Findings

The names listed below do not have a record in the APS Registry.

Test Test

John Test

Jamie Test

Request Summary:

Request Number : C000001337

Date Submitted : 04-26-2024

First Name : Test

Middle Name :

Last Name : Test

Suffix :

Date of Birth : 01/01/1970

Physical Address : 134 Test Road

Apt. :

City : PHOENIX

State : AZ

Zip : 85007

Fingerprint Clearance Card Application Number : 1234567

Have you lived at your current address for five (5) years or longer? : no

Previous Name(s) :

First Name: Alice Last Name: Test

Previous Address Information:

Address 1 :

Address : 1234 Main St

Apt :

City : Phoenix

Country : USA

From : 01/01/2018

To : 01/01/2020

Adult Household Member Information:

Adult 1 :

First Name : John

Middle Name :

Last Name : Test

Suffix :

Date of Birth : 01/01/1998

Fingerprint Clearance Card Application Number : 87654351

Previous Name(s) :

First Name: Alias Last Name: Test

Adult 2 :

First Name : Jamie

Middle Name :

Last Name : Test

Suffix :

Date of Birth : 10/01/1998

Fingerprint Clearance Card Application Number : 2358964

Child Household Member Information:

Child 1 :

First Name : Child

Middle Name :

Last Name : Test

Suffix :

Date of Birth : 01/01/2024



Registry Checks have been completed for the requester Country Roads, and the additional adult household members, for the Department of Child Safety (DCS) and the Arizona Adult Protective Services (APS). The report also includes the background check request details as provided by the requester.

Department of Child Safety (DCS) Central Registry Check Results

After conducting a search of the Department of Child Safety (DCS) Central Registry for a Caregiver request, the following results were found for the requester and/or adult household members.

Substantiated Findings

Name	Allegation	Allegation Code/Description	Intake ID #	Disqualifying or Non-Disqualifying	Date Exception Approved
Country Roads	Emotional Abuse	Incident or pattern of behavior directed toward child/interferes with normal functioning (berating, name calling, targeting, rejection)	IN00026196	Disqualifying	

This notice serves as information purposes only. DCS Central Registry is unable to provide any further information. If the named individual wishes to obtain more details regarding the substantiation, please direct them to the DCS website located at <https://dcs.az.gov/resources/request-dcs-information>. Once on the DCS website, they can find the forms CSO-1036A (-S) in the "Area of Request" "Case File Records, complete the form, and submit as directed on the second page of the form. The named individual can also dispute a report by calling 602-255-2699 and following the prompts.

A Central Registry Exception may be requested by the individual through the Arizona Board of Fingerprinting (AzBOF). Additional information can be found at <https://fingerprint.az.gov>. They can be reached by mail at Arizona Board of Fingerprinting, P.O. Box 6129 - Mail Code 185, Phoenix, AZ 85005 or by phone at (602) 265-0135 or via email at <https://fingerprint.az.gov/central-registry-exception-process>.

No Substantiated Findings

All person(s) had substantiated finding(s), see above.

Check Completed by: Worker, Test

Date: 05-10-2024

Arizona Adult Protective Services (APS) Registry Check Results

Employers are encouraged to review the APS registry when deciding whether to employ a person to provide care for vulnerable populations. The decision to hire a person listed on the APS Registry is solely up to the employer. Refer to A.R.S. § 46-459.

Employers may consider using the [AAA-1355A - APS Registry Employer Certification Form](#) to capture and resolve any APS findings with the applicant/employee and place the completed form in the Human Resources file.

The purpose of the APS Registry is to prevent vulnerable adults and children from being victimized by individuals who have been found, through an APS investigation and due process, to have abused, neglected, or exploited a vulnerable adult. Refer to A.R.S. § 46-459.

Substantiated Findings

Name	Match Type	Match Details	Findings	Description of Disposition	Date Placed on Registry
Country Roads	Partial Match	Alias Last Name Date Of Birth	Neglect	On or about 2020, NAME (date of birth), while acting as the owner of the assisted living home at which a vulnerable adult resided, failed to provide the vulnerable adult with supervision as NAME wore headphones and stayed on the second floor of the home while the vulnerable adult was on the first floor.	04-20-2023

No Substantiated Findings

All person(s) had substantiated finding(s), see above.

Request Summary:

Request Number : C000001431

Date Submitted : 05-10-2024

First Name : Country

Middle Name :

Last Name : Roads

Suffix :

Date of Birth : 07/21/1990

Physical Address : 17 COUNTY ROAD 2054

Apt. :

City : Alpine

State : AZ

Zip : 85290

Fingerprint Clearance Card Application Number : 12345678

Have you lived at your current address for five (5) years or longer? : yes

Previous Address Information:None

Adult Household Member Information:None

Child Household Member Information:None



Exhibit 32: DCS Caregiver Background Check Request – Match Found

