DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

ARIZONA CENTRALIZED BACKGROUND CHECKS (CBC) WEB PORTAL LAUNCHED

Target Audience - Qualified Vendors and Providers

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The State of Arizona is pleased to announce the launch of the Arizona Centralized Background Checks (CBC) web portal. The new platform will not only streamline the process for organizations but will also lead to more efficient screenings through automation and stronger collaboration between agencies.

What's New

Starting today, applicants, employees, and volunteers working in direct service positions with (or providing care for) children or vulnerable adults in Arizona will be able to use the Arizona CBC web portal to request background checks from the following sources:

- The Arizona Department of Child Safety (DCS) Central Registry
- The Arizona Department of Economic Security (DES) Adult Protective Services (APS) Registry
- Fingerprint Clearance Cards through the Arizona Department of Public Safety (DPS) [Status checks only]

The CBC will replace the current process for DCS Central Registry checks initiated through the CSO-1083C: Direct Service Central Registry Clearance form - DES Only (English and Spanish).

Qualified Vendors providing Home and Community-Based Services under the RFQVA should utilize the CBC portal to request and receive checks for new employees ONLY at this time.

Effective May 31, 2024, background checks for new hires will no longer be accepted using the CSO-1083C: Direct Service Central Registry Clearance form. All new background check requests must be initiated through the CBC.

Between July 1, 2024 and July 1, 2025, Qualified Vendors must ensure that all existing staff have successfully created an account and have identified the Qualified Vendor as their employer in the portal.

NOTE: The process for Fingerprint Clearance Cards will remain unchanged. The new CBC portal will only allow you to check the current status of a fingerprint clearance card.

How It Works: The employer looking to hire a job candidate or volunteer will create an account to receive the background check results for the candidate or volunteer.

An organization with a group that provides oversight or contract compliance monitoring for an employer will create an "agency account." The employer will then connect to the agency account to allow the agency to receive the background check results.

The applicant, job candidate, employee or volunteer will create an account and submit a background check

request allowing a background check for employment to be completed on their behalf. The results of the search of the DCS and APS registries will be made available to the employer(s) listed on the search request.

NOTE: Only one request is needed per individual; they do not need a separate request for each employer or contract. Instead, they can add the employer and contract number to their request from the Dashboard.

Individuals who have a Fingerprint Clearance Card must connect the card to the DPS PSP account. Individuals will need to log in at psp.azdps.gov, click the Fingerprint Clearance Card (FCC) tile, and then choose the option "Apply for a card / Request a replacement." Select 'Yes' to 'Have you ever applied for a card in the past?' Then enter the FCC Application Number or Card Number.

Employer Responsibilities

Employers must have processes to:

- Use your existing DPS Public Services Portal (PSP) account OR create a shared email address to use for the CBC.
- Coordinate with your team members who are involved in oversight of the background check process for your organization, and connect to their CBC Agency account.
- Provide guidance and support to individuals who must submit a background check request:
  - Employers must provide the following to the individual to include on the request form:
    - Email address for the employer account

      If the employer is a Department of Economic Security (DES) service provider, Solicitation/ Contract Number or Provider ID. Only one number can be entered on the request. Additional contract numbers can be added from the Dashboard after the initial request.

NOTE: Qualified Vendors should inform their job candidates, employees and volunteers to list the contract number as "RFQVA."

  - Individuals can log in to the CBC using their DPS PSP account or create an account in the CBC if they don't already have an account.
  - Individuals who have a Fingerprint Clearance Card must connect the card to the DPS PSP account. Individuals will need to log in at psp.azdps.gov, click the Fingerprint Clearance Card (FCC) tile, and then choose the option "Apply for a card / Request a replacement". Select 'Yes' to 'Have you ever applied for a card in the past?' Then enter the FCC Application Number or Card Number.
- Monitor for background checks submission and completion for all direct service positions with (or that provide care for) vulnerable Arizona citizens.
- Download the background check result reports and store for their records.
- Remove applicants/employees who are not with the company.
- Respond to "relationship confirmation requests" for periodic rechecks. These requests confirm that the individual being checked still has a relationship with your organization.
- Prompt individuals to submit an updated request when an annual background check is due (recommendation: starting with their annual performance review).

Automatic Re-Checks

A key feature of the CBC is the addition of automated re-checks, which will help ensure individuals are still eligible to serve vulnerable Arizonans.

How It Works: The CBC periodically runs a re-check to determine if there are new substantiated allegations

since the last check for either the DCS or APS registry. The CBC will automatically generate a notification to the employer to confirm or remove the employment relationship. If the employer does not confirm the relationship within five calendar days, the background check will expire and notification will be sent to the Individual, Employer and connected Agency accounts.

Annual Checks

The CBC will initiate notifications for annual employment background checks for each Individual account that is connected to an Employer account.

How It Works: The CBC will automatically generate a notification to the employee when it has been 12 months since the last background check result report. The employee will need to submit a new employment request when an annual check is due. If the Individual does not submit a new request by the due date, the background check will expire, and notification will be sent to the Employer and connected Agency accounts.

Resources and Support

The CBC team developed several guides and training videos to help support your transition to the new process. To access these critical resources, please visit des.az.gov/CBC.

If after reviewing the resources available you need additional assistance, you can visit: cbc.az.gov/contact-us.

Get Started

Ready to access the CBC portal? Visit cbc.az.gov to get started today! Be sure to rely on the user guides cited above to help you navigate the new portal.

We appreciate your support and partnership in the launch of this new platform!