



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS AND QUALIFIED VENDORS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 12/26/2023

Central Registry Requests and Direct Service Position Form

The Division is aware of reports of delays in ADCS processing of Central Registry requests. The significant increase in the searches requested, due in part to the requirement for DDD-2024, has created a backlog that ADCS is working to correct by hiring additional staff.

In the [follow-up to RFQVA DDD-2024 Implementation Date Extension](#) vendor blast, Qualified Vendors were informed that the date range for which it would accept completed Central Registry checks is now **June 30, 2023 to June 30, 2024**. Please ensure that all completed checks fall within the new date range.

Many vendors have raised concerns about the processing times and delays in receiving a response, which in some instances, has caused them to miss out on hiring a staff person. The Division expects that all Qualified Vendors have a process for completing Central Registry requests that includes the use of the Direct Service Position Form. This form, [DDD-1727A](#), should be completed for all employees, new and existing, along with the Central Registry Check search request. **A completed DDD-1727A form allows employees to work with members until the clearance comes back.**

Please keep in mind all Direct Service Professionals (DSP) must meet the hiring and training requirements to work with members. Until they meet those requirements, they are not qualified to provide services unsupervised and should be working with a supervisor or alongside fully trained staff. You may refer to "A.A.C. R6-6-1520. Basic Qualifications, Training, and Responsibilities" and [the Division of Developmental Disabilities Personnel Hiring and Training Requirements Quick Reference Guide](#).

Department of Public Safety Website Issues

The Office of Licensing Certification and Regulation (OLCR) has become aware of an issue within the Department of Public Safety (DPS) Portal. When Qualified Vendors attempt to link a fingerprint clearance card to the correct statute (A.R.S. 36-594.01) while in the edit function, the information is not saved in the portal. The vendor will receive the following error message:

"Submission Unsuccessful. We cannot complete your submission at this time. It has been saved to your Draft Forms and Applications. Please try again later."

Qualified Vendors must still submit their HCBS Certification Renewals before the certification expiration date. Once the DPS portal is fixed, OLCR will work with vendors to correct any fingerprint cards on their roster. DPS is aware of this issue and anticipates a resolution no later than December 29, 2023. If you have any questions, please contact DDDOLCR@azdes.gov.