DCC Background Check FAQ

- ***I read the press release for the CAN PAYMENT AND VERIFICATION (CPV) online system in KOG on Facebook. Can I submit a DCC-374 for my new hire in the online portal now?***

You can submit DCC-374 CAN checks online, however DCC is unable to waive the $10 fee online. The only way to submit a free CAN check is to email the forms to CHFSDCCNBCP@ky.gov.

Please note: online submissions can take up to 30 days to be processed, as DCC has not yet gone live with this system. The press release was sent out on behalf of Records Management, who launched this system in 2019.

- ***The press release for CAN PAYMENT AND VERIFICATION online said paper forms won't be accepted after July 31. Can we still email DCC-374 forms for free after July 31?***

Yes. DCC will continue to accept DCC-374 CAN check requests via email for free until KARES resumes processing new applications and fingerprints.

- ***I submitted a request to the CAN PAYMENT AND VERIFICATION online portal and still have not received results. When should I expect the registry results?***

Online submissions can take up to 30 days to be processed (as noted on the CPV splash page).

- ***How do I get access to the CAN PAYMENT AND VERIFITCATION app in KOG?***

Anyone with a KOG account has access to the CPV app. Simply, click the '**C**' tab at the top, which will direct you to the CPV app. A user's guide is available in the CPV portal for instructions on how to navigate this new online system.

- ***Why haven't I received results from the CAN check I sent in the mail?***

DCC is current on DCC-374 CAN check requests sent in the mail. If you have not received your results, it is likely due to having mailed the wrong form. DPP-156 CAN check requests are

mailed to the Records Management department and will be rejected because the request does not meet their criteria for processing.

- ***Why haven't I received CAN check results for the request I sent to the help desk email?***

Incomplete CAN check requests sent to the help desk email are rejected with an email request for proper re-submission. You must submit the DCC-374 form (pages 1 & 2) with the applicant's driver's license, social security card, or birth certificate in order for your request to be processed. Both, the form and the ID must be <mark>submitted together in the same email</mark> for us to process. Please be sure you include all necessary paperwork before submitting or it will be rejected and the new submission will be processed in the order which it is received.

- ***DCC was unable to locate the CAN check request that I e-mailed. How can I be sure it was received?***

It is very important to do the following when submitting a request via email:

- Label attachments with applicant's name
- Include identifying information in the body of the email, such as applicant's name, center name, and contact information.
- Double-check that you have included the attachments in your email.
- Do not send multiple emails for 1 applicant's CAN Check request.
- If you receive a request for proper submission, be sure to include ALL forms (DCC-374 pages 1 & 2 + Identifying documentation) in 1 email.

- ***What is the turn-around time for submitting a DCC-374 CAN check vial email?***

DCC has caught up with the initially high volume of submissions when the e-Regs were issued. The turn-around time is within 1 week, as of right now.

- ***How do I know if I am using the correct form?***

The top left-hand corner of your form should be labeled **DCC-374**.

If the top, left-hand corner of your form is labeled DPP-156, you have the incorrect form and should permanently discontinue use of this form. A link to the DCC-374 is at the end of this document.

- ***I have a new employee who has lived out of state in the past 5 years. Where can I locate out-of-state background check contacts?***

This contact information is located on DCC's website, as well as Child Care Aware's website. The following link includes Out of State contacts, as well as other helpful background check information: https://www.childcareawareky.org/?s=background+check

- ***When will KARES resume processing new applications and fingerprints?***

DCC has not been given any indication as to when KARES will resume processing new applications and fingerprints.

- ***I have staff who are still furloughed. Should I keep them on my KARES roster?***

Yes, keep them on your roster. Do not separate any staff from your KARES roster unless they have been permanently terminated from employment at your center.

- ***Can I add a new application to KARES for someone who already had fingerprints?***

Yes, you can add a new KARES application for any applicant with a current status (has not been separated from employment for longer than 180 days). This new KARES application will connect to the original application as long as it has not hit 180 days of separation. For anyone who has been separated for 180 day or longer, a new application with fingerprints is required. This application will not be processed until KARES resumes.

- ***Is a DPP-156 form and fingerprints from a public school employee who has no lapse in employment accepted until the KARES system is available?***

No. Unfortunately, DCC cannot authorize the transfer of this background check. Each entity is required to run their own background check (whether paper based or KARES). This reason is because the disqualifying offenses vary for each type of employment.

- ***Which forms do I need to process a new employee's background check until KARES resumes processing new applications/fingerprints?***

DCC has instructed all providers to submit a Child Abuse and Neglect Central Registry check (DCC-374) as well as a KSP criminal background check or AOC criminal records request:

- *CAN Check - DCC-374 (EMAIL to CHFSDCCNBCP@ky.gov):*

https://www.childcareawareky.org/dcc-374-central-registry-check-for-licensed-certified-registered/

AND

- *Kentucky State Police Criminal Background Check:*

http://kentuckystatepolice.org/wp-content/uploads/2017/12/childcare_rev11_10.pdf

OR

- *AOC Fast Check*

https://kycourts.gov/aoc/criminalrecordreports/Pages/default.aspx