# CHILD CARE REGULATION

# Guide to Understanding the Background Check Process

This guide contains an overview of the background check process, including what happens after the background check is submitted, how information is provided to the applicant, and the process to complete a background check.

## Who processes the background checks for applicants at my operation?

The Centralized Background Check Unit (CBCU) under Child Care Regulation (CCR) with the Texas Health and Human Services Commission processes all background checks for regulated child care operations.

## What happens after a background check is submitted?

The online Child Care Regulation Account sends the background check submission to the CBCU to process and determine eligibility status for the applicant. The CBCU sends information directly to the applicant to complete the background check.

## How does the applicant receive information about their background check?

The applicant receives an email with instructions to complete their fingerprint check and out-of-state background check. Only applicants who require fingerprints or out-of-state background checks receive an email shortly after their background check has been submitted.

If the applicant's email address is not included in the background check submission, the notification is mailed to their mailing address.

## What happens if the applicant has background check results that require additional action?

The CBCU emails a notification to the applicant, including the:

- Results of their background check.

- Required action and instructions to complete their background check.

- Due date for the required action.

- Ability of the applicant to be present at the operation and the conditions on their presence, when applicable.

- Name and contact information of the CBCU Inspector who processed the background check results.

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## Does the child care provider receive the results of the applicant's background check?

If the applicant is a foster/adoptive parent or household member in a foster/adoptive home, the Child Placing Agency receives the background check results. For all other background checks, the CBCU sends results directly to the applicant.

## How is a background check completed?

Once the results of each required background check type are received, the CBCU reviews the information to determine the applicant's eligibility. If the applicant doesn't have results on their background check, their background check types automatically process and a review by CBCU is not required. The background check is complete once all results are received. An email is sent to both the applicant and the child care operation with the eligibility status.

## What are some tips to ensure the background check process is completed quickly?

✔ Ensure all information for the applicant is correct when submitting the background check.

✔ Provide an email address for the applicant to ensure quick communication.

✔ Applicants who previously completed fingerprints may not need a new fingerprint check and won't receive an email notification until they have an updated eligibility status.

✔ The online account generates the required background check types based on information provided when submitted. The out-of-state background check requirement doesn't generate unless the child care provider manually selects the applicable states/territories.

✔ Applicants have 30 days to complete the required actions for their background check. A reminder notification is sent 15 days after the background check is submitted if there are one or more background check types pending.

✔ If the applicant doesn't complete the required actions by the designated due date, their background check status is updated to *Ineligible*, and they can't be present at the child care operation. Both the applicant and the child care operation are emailed about this status.

## Who do I contact if I have questions or need assistance?

For more help, contact your CBCU representative found at **texashhs.org/childcareregulation**.