



Child Care Regulations's Guide to Understanding Your Background Check

This handout is to help you understand the background check (BGC) process after a child care operation submits your background check. The Child Care Regulation Centralized Background Check Unit (CBCU) works with you to process your background check:

1. We send you a *BGC Required Notification* if you need to schedule an appointment for fingerprinting or request results from other states where you have lived in the past 5 years.
2. If you have any BGC history, we send you a *Match Letter to Subject*. This letter also provides details about anything else you need to do to finalize the BGC.
3. When all BGCs are completed, we send you an *Employment Eligibility Notification* stating whether you can be present at the child care operation. You will receive this notification even if you are not an employee (for example, you are a volunteer, household member, etc.).

How do I correct my personal information that is incorrect?

Incorrect Information	Steps to Correct Information
Date of Birth	Email your driver's license or state issued ID to your CBCU contact or CBCUBackgroundchecks@hhsc.state.tx.us .
Name or preferred method of contact	Notify the child care operation of the issue so they can resubmit your BGC with the correct information.

How do I schedule a fingerprint appointment?

If the *BGC Required Notification* instructs you to submit fingerprints, schedule your fingerprint appointment by:

- Going online to <https://uenroll.identogo.com/> (recommended); or
- Calling this number: 855-845-7434.

How do I complete an Out-of-State (OOS) BGC?

If you receive a *BGC Required Notification* stating that you must complete an OOS BGC, please see the [Out-of-State Resource Guide](#)¹ for directions or contact the child care operation that submitted your background check if OOS information is incorrect.

How do I get BGC results?

Notifications are sent to the email address you gave to the child care operation that submitted your BGC. If you did not provide an email, notifications are mailed to the address you provided. Notifications are received faster if you provide an email address.

We send notifications from this email: CLASSProductionNotification@hhsc.state.tx.us. Please do not send replies to this email address as they will not be received. Check your email's spam/junk folder if you have not received any communication from us within a week after the child care operation submitted your BGC. If you do not complete required checks within 30 days from the date on your notification, your BGC will be closed and you will have to restart the process. See the CBCU's [Background Check FAQs](#)² for more information on notifications.

What does Provisional status mean?

If you receive an *Employment Eligibility Notification* stating that you are in provisional status, your BGC is incomplete. Refer back to notifications you've received to identify the reason your BGC is incomplete or contact the CBCU.

How do I complete a Risk Evaluation?

If you are eligible for a Risk Evaluation:

- Complete Form [2974 Request for Risk Evaluation Based on Past Criminal History or Central Registry Findings](#)³. See page 3 for a checklist of required documents.
- Send completed form and documents in one email to the CBCU Representative listed at the bottom of the *Match Letter – Subject*.

How Do I Contact CBCU?

Your CBCU contact is at the bottom of the *Match Letter – Subject*. If you have not received this notification, go to:

1. [Centralized Background Checks Unit Contacts on HHSC Website](#)⁴
2. Select "Child Care Regulation Contacts."