



Dear Provider,

Due to a technical issue, Temporary Shelter Care and Small Employer-Based operations should not submit requests for background through the online Child Care Licensing Account until further notice. Submitting requests for background checks through the online account will result in employees of your operation receiving notices to complete types of background checks that are not required and cause delays in notifying you of the outcome of the person's background check.

In order to quickly provide you the required results, all requests for background checks should be submitted by completing the [Request for Criminal History Check/Central Registry Check](#) (form 2971) and submitting the form directly to the Centralized Background Check Unit (CBCU).

You may submit the request form via email at [contactcbcu@hhsc.state.tx.us](mailto:contactcbcu@hhsc.state.tx.us), fax at (512) 339-5871, or mailing the form to the following address:

HHSC – CCL - Centralized Background Check Unit  
Mail Code 121-7  
PO Box 149030  
Austin, Texas 78714

Please note that once you have submitted the background checks, you will be able to use all features available in your online Child Care Licensing Account.

We are unsure of when this issue will be resolved, but we will keep you updated on any resolution to this problem.

Thank you for your patience regarding this technical difficulty. We apologize for any inconvenience this may cause.