



## **Group Child Care Programs Comprehensive Background Checks: Frequently Asked Questions**

Federal law requires all staff and volunteers who work in child care to complete a comprehensive background check (CBC) every five years, or if the staff or volunteer has a break in service for more than 180 days.

The New York City Department of Health and Mental Hygiene (NYC Health Department) has an online background check request form for submitting required documents for your staff and volunteers. We are no longer accepting CBC applications by email.

### **1. What documents are required to submit a request for a CBC?**

- a. Completed and signed Authorization and Affirmation Form
- b. Completed and signed State Central Register (SCR) Database Check form (LDSS-3370)
- c. Fingerprint receipt

### **2. What happens after a request for CBC is submitted?**

You will receive an email confirmation with a copy of the submitted background check request form and an application number. Please retain this email for your records.

For staff or volunteers who lived outside New York State (NYS) at any time in the last five years, the CBC will also include a check of those state or U.S. territory registries. This may take additional time. You will also be notified of the result of the checks.

Once the background checks are completed, you will receive an email with a letter with the determination. The determination letter must be made available to the NYC Health Department upon request.

### **3. Do all staff including new and existing staff need to complete the CBCs?**

A CBC is required for all staff. Staff cleared before September 25, 2019, have been provided with the reprinting and clearance schedule.

### **4. Can new staff or volunteers work while waiting for the CBCs to be completed?**

Staff and volunteers who have submitted a background check request form with all required documents can continue to work at their current program under line-of-sight supervision by fully cleared staff.

**5. How will the group child care program be notified of the results of the CBCs?**  
Programs will be notified by email with a determination letter. Make sure your program contact email address is current, and notify **your borough office** if the email address changes. Keep the determination letter on file; it must be made available to the NYC Health Department upon request.

**6. What is a conditional approval to work?**  
Conditional approval is granted for individuals who have lived or worked outside of NYS within the last five years if their federal and NYS clearance requirements have been conducted but the out-of-state clearances are pending. Programs will be notified by email when out-of-state clearance checks are complete.

Staff who receive conditional approval can continue to work at their current program under line-of-sight supervision by fully cleared staff.

**7. If staff work at more than one group child care program, do the CBCs need to be completed at each place of work?**  
Once a person successfully completes the CBC, they do not need to be refingerprinted to work in another child care program. However, the hiring program must complete the online background check request form to redo the New York Statewide Central Register of Child Abuse and Maltreatment (SCR) check and NYS Justice Center Staff Exclusion List (SEL) check for each additional work site. Staff and volunteers must have an SCR and SEL completed for each location. If there is any break in service that lasts more than 180 days, CBCs need to be redone, including new fingerprinting.

**8. Can a person challenge a decision that excludes them from working at a program due to a criminal history?**  
Yes. If a person is not granted clearance and has a record that does not include an automatic disqualifying crime, they can appeal the decision. The individual will be informed of this right and the appeal process in the decision letter.

### **Fingerprinting**

**1. Where does the employee go to get fingerprinted?**  
Fingerprints are taken at IDEMIA **IdentoGO Centers**. There are locations throughout the five boroughs as well as outside of NYC. You can schedule an appointment at any location that lists “State Agency Enrollment” under “Available Services.”

**2. How do I pay for fingerprinting?**  
Pay for fingerprinting at the IDEMIA Identogo Center at the time fingerprints are taken. Payment can be made by credit card, debit card, business check or a No Charge Authorization Code (NCAC) account established with IDEMIA.

**3. Can providers pay the fingerprinting charge for their employee?**  
Yes.

**4. Does IDEMIA charge a fee for their services?**

Yes. This fee is in addition to any required government search fees. Pay all fees in a single payment at the time of fingerprinting.

As of June 1, 2023, the total cost to be fingerprinted within NYS is \$101.75. The fee may be higher for locations outside of NYS. Visit the IDEMIA website to check fees.

**5. Will IDEMIA take a photograph of the employee?**

Yes. A photograph is required.

**6. Do I need to keep my receipt?**

Yes. The applicant will receive two receipts from IdentoGo. **You must upload a copy of a receipt as part of the background check request form to the NYC Health Department.**

**7. What is the service code for NYC Health Department child care service provider fingerprinting through the NYC Department of Investigation?**

The service code is 157XX3 for programs that are not contracted with the NYC Department of Education (DOE). DOE will provide staff of DOE contracted programs with their service code directly.

For more information, visit [nyc.gov/health/childcare](https://nyc.gov/health/childcare). For questions about using the online background check request form, contact [CBCTechHelp@health.nyc.gov](mailto:CBCTechHelp@health.nyc.gov). For questions about the background check process, contact [CBCTechHelp@health.nyc.gov](mailto:CBCTechHelp@health.nyc.gov).