

Administrator Certification Section (ACS) Procedures: **ACS Background Check Procedures**

All applicants who wish to become certified administrators must complete a criminal record background check and obtain a clearance. The Community Care Licensing Division (CCLD) background check process is initiated when the applicant electronically submits fingerprints through an approved live-scan operator who transmits the information to the Department of Justice (DOJ). The DOJ then electronically transmits either a clearance or information about the individual's arrest and/or conviction history to the CCLD Care Provider Management Bureau (CPMB) for review and processing.

Once your background check is completed, the Administrator Certification Section (ACS) may complete the processing of your initial administrator certification application. Please carefully review the information below to ensure that the processing of your application is not delayed.

AM I ALREADY CLEARED?

If you have worked or lived at a licensed community care facility or have been a licensee, your background check clearance may already be in our Licensing Information System (LIS) or in Guardian. If your clearance status is active and cleared, you do not need to submit prints again. To find out if you are in our system, you should contact the local CCLD regional office and ask them to check your clearance status. The CCLD regional office staff will provide you with your LIS personnel number and your clearance status. If you are cleared and active, include your LIS personnel number in the LIS Pers ID section of the Application for Administrator Certification, LIC 9214.

WHY MUST I BE REPRINTED?

Please note that if you have not been active for two years or longer, your clearance will be removed from the system, and you will need to be reprinted. Even if you have been printed and cleared through other state agencies, educational institutions, police agencies or governmental entities, you will need to be printed for CCLD purposes. You will have to be printed again because the CCLD is not entitled to non-CCLD clearance information, as background clearance information is not transferable.

WHERE CAN I GET PRINTED?

You have choices when you decide to get printed. You can go to any live-scan operator that the Department of Justice approves. The DOJ lists their approved live-scan operators on their [website](#). Once you are on the site, you can access that information on the "background check" link. You may also use the CCLD live-scan vendor. You can contact the CCLD live-scan vendor at 1 (800) 315-4507. The operator will take the required information over the phone to schedule an appointment at one of the CCLD regional offices.

COMPLETING THE LIVE-SCAN FORM (LIC 9163)

Regardless of which live-scan vendor you use, it is critical that you complete the live-scan form ([LIC 9163](#)) accurately so your clearance information is sent to CCLD in a timely manner. The form includes complete instructions. The following are a few key reminders:

- **Box 1:** ORI – The CCLD ORI number is A0448, usually preprinted on the form.
- **Box 3:** Applicant Type – Identify the type(s) of facility for which you are being certified (e.g., ARF, GH, RCFE). This is critical to obtaining all the necessary background checks, including CACI for GH administrators.
- **Box 4:** Agency Section – Make no changes to preprinted info.
- **Box 5:** Applicant Information – Add your personal information, etc.
- **Box 6:** Facility Number – If you are currently working at a facility, or have been hired by a facility, list the facility's license number. The licensee or hiring person will provide you this information. If you are not currently associated with a facility, see info below.
- **Box 7:** Employer – If you are currently working at a facility, or have been hired by a facility, list the facility's name and address. If you are not currently associated with a facility, see info below.

WHAT IF I AM NOT CURRENTLY WORKING FOR OR ASSOCIATED TO A FACILITY?

If you are not currently associated to a facility, please use the correct ACS “dummy” number (listed below) as the facility number in box 6. Use the California Department of Social Services as the facility/employer in box 7 on the Live Scan form (LIC 9163). Do not leave the facility/employer name or number blank on the form.

Facility Type and Dummy numbers are shown below. Use the CDSS Address for the address of the facility.

Short-Term Residential Therapeutic Program (STRTP): 345566666

Group Home (GH): 345577777

Adult Residential Facility (ARF): 345599999

Residential Care Facility for the Elderly (RCFE): 345588888

CDSS Address:

California Dept. of Social Services

P.O. Box 944243, MS 9-15-62

Sacramento, CA 94244-2430

Example: LIC 9163

6. Facility Number: 3455*****		Level of Service <input checked="" type="checkbox"/> DOJ <input checked="" type="checkbox"/> FBI	
If resubmission for fingerprint quality (select R2), list Original ATI No. _____			
7. Employer: (Additional response for Department of Social Services, DMV/CHP licensing, and Department of Corporations submissions only)			
CA Dept of Social Services			
Employer Name		03502	
Po Box 944243 MS 9-15-62			
Street No.	Street or PO Box	Mail Code (five digit code assigned by DOJ)	
Sacramento	CA 94244-2430		
City	State	Zip Code	Agency Telephone No. (Optional)

ATTACH A COPY OF THE LIVE SCAN FORM TO YOUR APPLICATION

Attach a copy of the live-scan form signed by the live-scan operator to your initial administrator certification application. We will use the copy of this document as evidence that you have started the background check process. Do not delay sending your application while you wait for your background check information to be processed. The DOJ will transmit background check information directly to CCLD.

REASONS FOR A DELAY IN THE BACKGROUND RECORD CHECK PROCESS

If there is arrest or conviction information on your DOJ record, the process may be significantly delayed. There may be delays in receiving your background check information from DOJ. CCLD cannot process the background check information until it is received from DOJ.

Your live-scan fingerprints may be rejected by DOJ. If they are rejected, you will need to be reprinted. When the CCLD receives a rejection notice, it will be sent to you with instructions. To avoid paying any additional costs, you will need to take the original and signed live-scan form back to the live-scan vendor with the rejection notice. You must get reprinted within the timeframe identified on the rejection notice to avoid any additional fees.

If your forms are incomplete or incorrectly filled out, it will delay the process.

BACKGROUND CHECK CONTACT INFORMATION

The ACS does not complete the background check process. The CCLD CPMB is responsible for processing background check information. A CPMB representative can be contacted by phone Monday through Friday from 8:00 am to 12:00 pm at 1 (888) 422-5669 or by e-mail at Guardian@dss.ca.gov.

DENIAL OF THE APPLICATION

If your background clearance request is denied, CPMB will send you a denial letter and alert ACS. ACS will send you a letter describing the appeal process. If your denial is not appealed or the appeal is denied, your application will be denied.