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Date: August 15, 2007

To: Regional Managers, Local DCS Office Directors, DCS staff, and  
Directors – LCPAs and Residential Facilities

From: James W. Payne, Director  
Regina C. Ashley, Deputy General Counsel

Subject: Electronic Fingerprint Checks  
DCS-07-10

This administrative letter outlines the recent revisions to policy and procedures regarding fingerprint-based national criminal history background checks. Below is a summary of the changes effective September 1, 2007.

DCS has contracted with PrideRock Holding Company to develop an outsourced registration and fingerprinting system. The new system will be fully operational on September 1, 2007, and all counties, agencies and providers should begin using the new system at that time. DCS will stop accepting hard copy ink-based fingerprint cards on October 1, 2007. In sum, the new system allows applicants to register for fingerprinting either by telephone or internet. After registering, the applicant proceeds to one of the fingerprint sites that PrideRock has established in Indiana and is electronically fingerprinted on a LiveScan machine. The Central Office Background Check Unit will communicate the results of the fingerprint checks to counties, agencies and providers via e-mail.

The following individuals are required by Indiana law to be fingerprinted and now should be printed through PrideRock:

- Applicants for Foster Family Home Licensing - foster family home applicants, household members 18 years and older, and employees/volunteers in the home who will have direct contact on a regular and continuing basis with children who are under the supervision of DCS;



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- Applicants for Foster Family Home Applicants for Related Placements - all persons 18 years of age and older who live in the household;
- Employment/Residential Facility and Agency Licensing - each applicant for a license, managers of DCS licensed facilities where children are placed, and employees and volunteers in DCS licensed facilities if the employee/volunteer will have direct contact on a regular and continuing basis with children supervised by the agency/facility;
- Contractors - employees and volunteers of contractors of DCS or agencies/facilities if the employee/volunteer will have direct contact on a regular and continuing basis with children who are under the supervision of DCS; and
- Adoption – all persons 18 and older who live in the household.

The procedure to be fingerprinted is the same for all of the above categories, except there are some additional steps at the beginning of the process for Foster Family Home Applicants for Related **Emergency Placements**. That procedure is as follows:

1. For an emergency placement applicant, the Family Case Manager (FCM) should continue to initiate a name based criminal history check with the Indiana State Police (ISP).<sup>1</sup>
2. After the name based check, the FCM must call the PrideRock call center at 1-877-323-8885 to pre-register the applicant. The FCM should state that he/she is a DCS family case manager and is calling for the purpose of an emergency placement registration. The pre-registration consists of submitting the applicant's name, DOB, address and last four digits of the SSN of the applicant; the FCM's name, the child's name and DOB or SSN if available. This call must be made whether or not the FCM is placing a child with the applicant (i.e. even if the applicant's name based check reveals disqualifying history). Once the pre-registration is completed, the applicant will be listed on the PrideRock Administrative Website as "Emergency Placement Outstanding" and will remain in this status until the applicant is fingerprinted. All counties can access the Administrative Website, which will enable FCMs to track all emergency placement applicants to ensure follow-up fingerprints within 72 hours.
3. The applicant should be instructed to complete the registration process immediately and complete the fingerprinting process within 72 hours of the name based check.

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<sup>1</sup> FCMs should continue to transmit the required paperwork to ISP, attention: Data Operations fax: 317-234-4427 or email: [DOC@ISP.state.in.us](mailto:DOC@ISP.state.in.us) within 24 hours after requesting the name based check.



The remainder of the registration and fingerprinting process for emergency placement applicants is the same as for all other applicants. That process is as follows:

1. The FCM should complete the Application for Criminal History Background Check form and give a copy to the applicant.
2. The applicant should be instructed to register for electronic fingerprinting online at <http://dcsfp.sofn.net> (the applicant can call 1-877-323-8885 if he or she does not have internet access).
3. During the registration process, the applicant will be asked for the information contained on the Application for Criminal History Background Check form.
4. After the applicant provides this information, he or she will be prompted to select a fingerprint location and will be prompted for payment (if payment is required).<sup>2</sup>
5. The applicant next will be prompted to enter demographic data and then will be given a bar code receipt. This completes the registration process.<sup>3</sup>
6. The applicant should then call the fingerprint location selected to see if an appointment is necessary. The applicant must take the bar code receipt (or the number listed on the bar code receipt) and the I.D. used during registration to the fingerprint location selected. Fingerprinting cannot take place without these two items.
7. At the fingerprint location, the applicant's fingerprints will be scanned and electronically sent to law enforcement for processing.

Once the results are received from law enforcement, the Central Office Background Check Unit will

<sup>2</sup> The cost of fingerprinting is as follows:

Applicant Type	Permanent Site	ONSITE/Mobile Transactions
DCS Foster Parents, including relative placements	DCS pays	DCS pays
LCPA Foster Parent	\$53	\$58
Employment: Residential facility, LCPA, Group Home or Contractor	\$59	\$64
Volunteers/Interns	\$53	\$58
Adoption	\$53	\$58

Agencies and Providers can set up an account with PrideRock to pay for fingerprints by calling Mark Peterson at (404) 364-1868 or (770) 736-7112

<sup>3</sup> County, agency and provider staff can test the applicant registration process using the following URL:

<http://dev.priderockholdings.com/SafeSupport/dcsfp>.



provide a letter via email to the background check contact at the county, agency or provider the applicant is associated with, informing them of the qualifying status. The local office Director has provided central office with a list of persons who will receive the letter from the Central Office Background Check Unit. Staff should contact his or her supervisor to determine who will receive this information in their county. If the applicant provides an email address during the registration process, the applicant will be notified via email. The county, agency, or provider should continue to inform the applicant of the final determination.

Upon request, county, provider and agency staff will be provided access to the Administrative Website to check the status of applicants' fingerprints. On the Administrative Website, counties, providers and agencies will have access only to those applicants that are associated with their respective organization. A username and password may be obtained by emailing the DCS background check unit mailbox.

If you have any questions regarding these requirements, please address them to the DCS background check unit mailbox ([Background.CheckUnit@dcs.IN.gov](mailto:Background.CheckUnit@dcs.IN.gov)).

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