

From: **Edwina Williams** <edwina.williams@dss.virginia.gov>
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Subject: Central Registry Update and Tip Sheet
To: DSS_LICENSING@listserv.cov.virginia.gov

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COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

DATE: August 22, 2018

TO: Users of the Central Registry System

FROM: Tara Ragland, Director
Division of Licensing Programs

SUBJECT: Central Registry System Information and Tip Sheet

CONTACT: Kristen Eckstein, OBI Program Supervisor (804) 726-7099
Central Registry Search Unit (804) 726-7549
Crs_operations@dss.virginia.gov

This memo will address issues related to processing searches of the Central Registry System and provide information about a staff change in the Office of Background Investigations.

Central Registry Searches

On May 1, 2018 the Office of Background Investigations (OBI) implemented a new computer program system for the central registry checks. As with any new program, it has taken some time to correct "bugs and fixes" that have been identified following implementation. The program management team is working directly with the Division of Information Systems to ensure that OBI is able to process all pending search requests.

We acknowledge that our delay impacts our community partners, sister agencies and the citizens of Virginia. OBI staff continue to work overtime and on weekends to reduce the amount of time it is taking to provide search results. We are diligently working as a team and appreciate your patience and support.

Central Registry Form Errors

Included with this memo is a tip sheet for completing the Central Registry Search Form. About 20% of all forms received are returned due to errors.

The most common errors include:

- You must complete ALL fields on the form. If a field does not apply, you must write N/A

- It is recommended that the first page of the form be typed in (first page is a fillable PDF). The requester will still need to print, complete the 2nd page, sign and obtain notary before sending in the form. Having typed in data on the first page is easier for OBI staff to read.
- Handwritten forms must be legible. If staff cannot read your handwriting, the form will be returned.
- Do not write in the area near or within the scan bar at the bottom of the form.
- All forms require a notary, including the notary signature and expiration date.

Please review and follow instructions on the tip sheet to ensure the form can be processed. This memo, the tip sheet, and other information regarding background checks are saved on this webpage: http://dss.virginia.gov/family/children_background.cgi .

OBI Program Supervisor

VDSS is pleased to announce that Kristen Eckstein was hired in June as the OBI Program Supervisor. Ms. Eckstein is responsible for the Central Registry Search Unit and the Criminal Background Unit in OBI. She can be reached at (804)726-7099 and kristen.eckstein@dss.virginia.gov.

Thank you for your patience as we all work together for a more efficient processing time for search requests.

Central Registry Search Unit

TIPS FOR CENTRAL REGISTRY SEARCH FORM COMPLETION

The following information has been compiled based on consistent errors seen by the Office of Background Investigations (OBI). These errors require a form to be returned for corrections which causes a delay in the processing of Central Registry Search requests. The tips below will assist applicants and requestors in the submission of an acceptable search form:

1. Complete all fields. If the field does not apply, write N/A.
2. Dates of birth are REQUIRED for all persons listed on the form, it cannot be left blank.
3. Marital status is REQUIRED.
4. The middle name should be the middle name given at birth.
5. A maiden name is the last name given at birth, this should not be a previous married name.
6. It is recommended that the first page of the form be typed in (first page is a fillable PDF). The requester will still need to print, complete the 2nd page, sign, and obtain notary before sending in the form. Having typed in data on the first page is easier for OBI staff to read.
7. Handwritten forms must be legible. If OBI staff cannot read the handwriting, the form will be returned.
8. The requestor must list a valid email address so that search results can be emailed. If an email is not listed, the results will be mailed but this will delay the results.
9. Payments accepted: money order, cashier check, and business check only. NO OTHER FORMS OF PAYMENT are accepted.
10. The form should contain NO WHITE OUT, NO WHITE OUT TAPE, or the appearance of any alterations.
11. All forms have a scan bar at the bottom of the form. Do not write in the area near or within this scan bar.
12. All forms require a notary, including the notary signature and expiration date. When using a two sided form, the notary stamp must not interfere with the information on the front of the form.

The central registry search form includes instructions which are very helpful and will assist in the filing of the form. The form and instructions can be found online:

https://dss.virginia.gov/files/division/licensing/background_index_childrens_facilities/founded_cps_complaints/032-02-0151-12-eng.pdf

*All questions and concerns should be directed to the central registry search unit email:
crs_operations@dss.virginia.gov*