

**From:** Williams, Edwina (VDSS) <edwina.williams@dss.virginia.gov>  
**Sent:** Thursday, December 5, 2024 5:22 PM  
**To:** DSS\_LICENSING@LISTSERV.CO.VIRGINIA.GOV <DSS\_LICENSING@LISTSERV.CO.VIRGINIA.GOV>  
**Subject:** Enhancements to the OBI Provider Portal

The attached file is being sent to assisted living facilities, adult day centers, children's residential facilities, child placing agencies and child caring institutions from the Virginia Department of Social Services Email Distribution Service.

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**Edwina Williams**  
*Program Support Technician / Intake Analyst*  
Virginia Department of Social Services  
Division of Licensing Programs  
5600 Cox Road, Glen Allen, VA 23060  
(804) 726-7165 [www.dss.virginia.gov](http://www.dss.virginia.gov)



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# COMMONWEALTH of VIRGINIA

## DEPARTMENT OF SOCIAL SERVICES

**DATE:** December 05, 2024

**TO:** All Central Registry Search (CRS) Provider Portal Users

**FROM:** Tara Ragland, Director, Division of Licensing Programs

**SUBJECT:** Enhancements to the OBI Provider Portal

Effective **December 9, 2024**, the Office of Background Investigations (OBI) will implement significant updates to its Provider Portal. The new features include:

- **Updated applicant questions** to reduce requests for corrections
- **Enhanced visibility** of criminal background applicants for facilities conducting criminal fingerprint-based checks through OBI

Please be advised that due to this new implementation, the Virginia Enterprise Licensing Application (VELA) Provider Portal will be unavailable from **Friday, December 6th** through **Monday, December 9th**.

Additionally, the Office of Background Investigations (OBI) Provider Portal will undergo a major transformation starting **Thursday, December 5th, 2024**. As a result, the current CRS portal will be unavailable beginning at **12:00 PM on Thursday, December 5th, 2024**, through **Monday, December 9th at 8 AM**. We apologize for any inconvenience and appreciate your understanding during this time.

Also, to ensure the successful implementation of these enhancements, **new account registration** will be required for both existing and new users to access the OBI Provider Portal after **December 9, 2024**. This registration will allow users to create accounts with up to five authorized users who can submit central registry search requests, and the primary account holder will be able to update user and facility contact information as necessary.

Please note that providers using the **VDSS Division of Licensing Programs Virginia Enterprise Licensing Application (VELA)** portal must use a **different**

**email address** from the one registered with VELA to access the OBI Provider Portal.

The OBI and the Division of Licensing Programs understand the importance of accessible support during this transition. We are currently developing additional portal guidance, including videos and Quick Reference Guides (QRGs), which will be available shortly. We will continue to keep you informed as these resources become available.

Should you have any questions or require assistance, please contact the relevant program areas:

- **OBI – Central Registry Search Unit:** [crs\\_operations@dss.virginia.gov](mailto:crs_operations@dss.virginia.gov)
- **OBI – Criminal Background Fingerprint Unit:** [backgrounds@dss.virginia.gov](mailto:backgrounds@dss.virginia.gov)
- **DSS VELA Support:** [vela@dss.virginia.gov](mailto:vela@dss.virginia.gov)

Please note that the VELA application is currently compatible only with **Chrome** and **Edge** web browsers.