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Please note: Individual screen shots in this manual may not exactly match screens you will see in the active system due to periodic revisions that are made.
Overview

To enter an applicant into the NC DHHS ABCMS, providers complete what is known as the New Applicant Workflow (NAW). The NAW guides you through a step-by-step process for entering applicant information and researching registries for disqualifying information.

This user guide describes how to use the NAW to enter an application for an applicant. Each of the subsections under “Entering Applications” describes a specific step in the NAW. This user guide also describes how to track applications you have entered through the various stages of the background check process. Each of the subsections under “Tracking Applications” describes a BCS page with a list of applications in a specific background check status.

As you move through the New Applicant Workflow (NAW) the bottom of the page for every step will have Next and Back buttons. You may proceed to the next step by clicking Next. You can go back to the previous step by clicking Back. DO NOT USE THE BUTTON AT THE TOP OF YOUR BROWSER SCREEN AS THIS WILL RETURN YOU TO THE ABCMS HOME PAGE.

The last step of the NAW will have a Submit button at the bottom of the page. This button finalizes the application and initiates the background check process.

Release Form First!

When you have selected an applicant for potential hire, before making any entries in ABCMS you need to determine if you will be requesting a Name Check or a Fingerprint Check. Ask the applicant if he/she has lived in North Carolina for the past five consecutive years. If the answer is “yes,” then have the applicant sign the Name Check Release Form. If the answer is “no,” then have the applicant sign the Fingerprint Release Form. Both forms can be accessed from the drop down under Applications on the Welcome Page. Click on Application Forms, select the desired Release Form and print it off. Hold the signed form until you complete all entries. You will want to keep a copy for your records.
Entering Applications

Search for an Existing Profile for an Applicant

Before entering a new applicant into the BCS, you must first search for the applicant to see if the applicant already has a record in the system. This ensures that duplicate records for one person are not entered into the system. To do this:

1. Go to Applications > Add New on the navigation bar. The Search for Existing Profile screen appears. Enter the applicant’s SSN (Social Security Number) and Last Name or Date of Birth; then click Search.

2. If the applicant already exists in the system, the search will return the applicant’s Person Summary page. If the applicant does not already exist in the system, the search will display a message indicating that the person was not found.
3. To continue to the next step of the NAW, click **Add New Applicant**. The **Create Profile** page will display.

## Create a Profile

1. On the **Create Profile** page, enter the applicant’s **Personal and Demographic Information**. *Required fields are marked with an *.* (See the screen image below.)

![Create Profile Screen](image)

**IMPORTANT!**

Basic demographic data that you enter MUST match data entered when/if the applicant obtains fingerprints. Use the applicant’s information directly from his or her ID and inform the applicant to do the same when completing information with the fingerprints. You will also want to double check your own entries to catch any typos. This is important to avoid mis-matches of demographic data.
2. You can enter multiple **Aliases/Prior Names** for the applicant. **Aliases/Prior Names** are any additional names an individual uses or has used in the past. This might include an applicant’s maiden name, a nickname, or a formal name (for instance, Theodore Booker as an alias for Ted Booker.) **Aliases/Prior Names** can also include other SSNs or Dates of Birth that an applicant may be using currently or may have used in the past.

To add an **Alias/Prior Name**, click **Add New** in the **Alias/Prior Name** section of the profile. The **Add Alias** dialog box appears. Enter the alias information for the applicant; then click **Save**. The dialog box will close and the **Create Profile** screen will update with the information entered.

![Add Alias](image)

3. If the applicant has lived in a different state within the last 5 years, you will need to enter **Prior Addresses** to the applicant’s profile. Adding a **Prior Address** notifies the system to automatically add registries from the prior address states to the **Research Registries** step of the NAW.

To add a **Prior Address**, click **Add New** in the **Prior Addresses** section of the profile. The **Add Prior Address** dialog box appears. Enter the previous address information for the applicant; then click **Save**. The dialog box will close and the **Create Profile** screen will update with the information entered. You can add multiple **Prior Addresses** for an applicant.

![Add Prior Address](image)

Once the applicant’s profile information is complete, click **Next** at the bottom of the page. The next step in the NAW will be displayed.
Verify Applicant Identity
This step of the NAW allows you to record information about the government-issued photo ID used to verify the identity of the applicant. To complete this step:

1. Enter values for the following fields:
   a. **Document**: Select the document used to verify identity from the dropdown list.
   b. **Issuing State/Authority**: Enter the state or government agency that issued the ID. For instance, if you used the applicant's driver's license for identity verification, you would enter the state that issued the license.
   c. **Document Number**: For example, if you used the applicant's driver's license for identity verification, you would enter the driver's license number.
   d. **Document Expiration Date**: For example, if you used the applicant's driver's license for identity verification, you would enter the driver's license expiration date.

2. Optionally, if you have the ability to scan, we strongly recommend that you upload a scanned copy of the identity verification document to the BCS so that it can be stored with the application. Click **Upload Document** and follow the prompts to select and upload the file for the scanned document. Once complete, the page will display the document name of the uploaded file.

3. After entering the required information, click **Next** at the bottom of the page. The next step in the NAW will be displayed.
Background Check Type
Indicate the type of background check you are requesting: Either a State Name Check, a State Name Check and Fingerprint Check, or a Federal Fingerprint Check. Click Next.

Confirm Applicant Consent
This step in the NAW allows you to indicate that the applicant is consenting to a registry check and/or a criminal history check. This is a confirmation that the applicant has signed the Release Form (back at the beginning of the process. See page 3 under Overview). To complete this step, click the checkbox to acknowledge that you have performed the actions described; then click Next at the bottom of the page. The next step in the NAW will be displayed.

Enter Pre-Employment Information
This step of the NAW allows you to enter information about the position for which your applicant is applying and (if included) information about the applicant’s licensure or certification status.

1. If your Pre-Employment Information page includes an automated match of licensure information, licensing information for the applicant will display in the Licensing/Certifications section.
2. If licenses are not automatically found for the applicant, but the applicant provides license information in their application, you can manually enter licenses/certifications for the applicant. Click **Add License/Certification**. The **Add License/Certification** dialog box appears. Enter the applicant's license or certification information and click **Save**. The dialog box will close and the **Enter Pre-Employment Information** page will display the information entered.
3. In the **Position Applied For** section of the page, enter values for the following fields:

   a. **Provider**: Most users of the system will be associated with only one provider and that provider name will be the default provider listed. If you are associated with more than one provider, select the appropriate provider for this application.

   b. **Position Category**: Select from the options presented in the **Position Category** dropdown. Your selection will determine the options listed in the **Position** dropdown.

   c. **Position**: Select the specific position for which the applicant is applying.

   d. **Employee Type**: This field will default to “Employee,” but you can enter an application for other types of direct access workers, including independent contractors, employees of a temporary employment agency, volunteers, and students.

4. After entering the required information, click **Next** at the bottom of the page. The next step in the NAW will be displayed.

   ![Note]

   After completing this step of the NAW you may save the application and continue at a later time by clicking **Save & Close**. To access a saved application, go to **Applications > Not Yet Submitted** on the navigation bar.

   If the applicant does not have the license or certification necessary to apply for the position (or if it has expired), you can click **Close Due to Invalid License/Cert** to end the application process for the person.

   If you or the applicant has decided to not move forward with the application process, you can click **Withdraw** to close the application and end the application process.
Search for Applicant Licenses/Certifications

This optional step in the NAW allows you to record information related to any licenses or certifications held by the applicant.

As seen in the image above, the **License Search** page has three sections:

- **Auto-Matched Licenses**, which searches the **Nurse Aide Registry** for certification information related to your applicant. If a match is found, the system will return information about the match in this section of the **License Search** page.

- **Application Licenses**, which allows you to manually enter information about the applicant's professional licenses/certifications. If you enter a license expiration date, the system will automatically notify you when that date approaches.
• **Select License Requirement**, where you are required to indicate:
  
  o That the position does not require a license;
  o That the position does require a license and it has been verified with the relevant board (Links are provided to facilitate the verification of license information with the licensing boards); or,
  o That the position does require a license and it will be verified at a later date.

1. To complete this step, enter required information and click **Next** at the bottom of the page. The next step in the NAW will be displayed. In the example from the image below, Ted Booker is applying for a job as a maintenance worker. This job position does not require a license. The **Auto-Matched Licenses** section would not return any results; you would not need to manually enter anything into the **Application Licenses** section; but you would select "This position does not require a license" from the **License Requirement** dropdown.

![Select License Requirement](image)

**Research Registries**

This step of the NAW allows you to search for information about your applicant in publicly-available databases that contain offense information. In order to move to the next step you must complete the searches, indicate "Cleared" or "Not Cleared"

![Research Registries](image)

As seen in the image above, the **Research Registries** page lists two types of registry searches:
• **Automatch Performed:** For automated searches where a match is found, in the **Research Requirements** column, the number of matches is indicated as a link that can be clicked to view the match information. For automated searches where a match is not found, the message “no matches found” is displayed in the **Research Requirements** column. In both cases, a **Recheck Registry** button is included so that the automatch can be performed again if desired.

• **Manual Search:** For searches that must be completed manually by the provider, the **Research Requirements** column says “Manual Search Required” or “Manual Search Optional.” To manually research the registry, click the link for the registry website in the **Registry Name** column. You must go to the registry website and perform the manual search before you can enter a value in the **Research Results** column.

1. To complete this step of the NAW, you must select a **Research Result** for all required registries. Possible **Research Results** are described below.

   • **Cleared** indicates that the applicant does not have a record in the registry. If all results are set to “Cleared” (or “Information-Not Disqualifying”), the next step of the NAW is displayed when you click **Next**.

   • **Not Cleared** indicates that the applicant has a record in the registry and the information is disqualifying. If you select “Not Cleared,” you are required to also enter information into the **Comments** field. If “Not Cleared” is selected for any registry, the **Not Cleared Confirmation** page displays and the application is closed when you click **Next**.

   • **Flagged for Review** indicates that the provider needs a supervisor to review the registry results to make a “Cleared”/“Not Cleared” decision. If you select “Flagged for Review,” you are required to also enter information into the **Comments** field. If “Flagged for Review” is selected for any registry, the **Flagged for Review Confirmation** page is displayed when you click **Next**. The application can be accessed for review from the **Applications > Flagged for Review** list.

   • **Information - Not Disqualifying** indicates that the applicant has a record in the registry, but the information is not disqualifying. This result is equivalent to “Cleared.” As such, if all results are set to “Information-Not Disqualifying” (or “Cleared”), the next step of the NAW is displayed when you click **Next**.

<table>
<thead>
<tr>
<th>Registry Name</th>
<th>Research Requirements</th>
<th>Research Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>OK Child Care Restricted Registry</td>
<td>Manual Search Required</td>
<td>Not Cleared</td>
</tr>
<tr>
<td>OK Community Services Worker Registry</td>
<td>Manual Search Required</td>
<td>Flagged for Review</td>
</tr>
<tr>
<td>OK Nurse Aide and Non-Technical Service Worker Registry – ABUSE Registry</td>
<td>Automatch performed, no matches found</td>
<td>Cleared</td>
</tr>
<tr>
<td>Registry Checked On 09/28/2014</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. Optionally, if you would like to search for the applicant in registries not listed on the **Research Registries** page, click the **Research Registries Not Listed** button. The **Optional Registries** dialog box appears. Select the registry you are interested in and click **Save**. The dialog box will close and the **Research Registries** page will be updated to include the registry. To select a registry:

   a. **State**: Select the state that owns the registry that you want to check. This determines the registries that are displayed in the **Registry Name** field. (If the registry you are interested in is a federal registry, select “federal.”)

   b. **Registry Name**: Select the registry that you want to add to the **Research Registries** page for this applicant.

3. Once all required information is entered on the **Research Registries** page, click **Next** at the bottom of the page. This page will allow you to review entries and progress of the application so far.
Application Submitted Confirmation

Upon submitting your application on the last step of the NAW, the system will present an Application Submitted Confirmation page. From this page, you can complete the actions described below.

- **Print Application Forms**: Various letters and forms can be generated and printed from this page. For example:
  - The “Final Registry Results” form provides the applicant’s registry check results and can be printed for the HR file and/or given to the applicant.

- **Enter Provisional Employment Information**: If you are hiring the applicant on a provisional status while the background check process is being completed, you can enter that employment information by clicking the Add Provisional Employment for Applicant link.

<table>
<thead>
<tr>
<th>Application Submitted Confirmation</th>
</tr>
</thead>
</table>

**Application Forms**
- ABCMS Registry Results
- ABCMS Registry Results
- Electronic Fingerprint Submission Form
- Electronic Fingerprint Submission Form

**Provisional Employment**
- Add Provisional Employment for Applicant

The “Fingerprint Form” contains information about the provider and applicant required for submitting fingerprints. This form must be printed and given to the applicant(s) to take to their fingerprinting appointment.
Tracking Applications through the Background Check Process

Applications can be tracked through the various stages of the background check process by using the following lists, all accessed under Applications on the navigation bar.

- Not yet Submitted
- Flagged for Review
- Hiring Decision
- Determination in Process
- Determination Available

Not Yet Submitted

While creating a new application, click the Save and Close button at any time after the pre-employment information has been entered to save your application without submitting it. The application can be retrieved and completed by clicking Applications > Not Yet Submitted on the navigation bar.

Find your applicant in the list and click Resume in the Actions column. The Profile page of the NAW will display. Review the information that you entered previously and click Next until you get to the step that you need to complete.
Flagged for Review

An application is given the status of “Flagged for Review” when a Research Result of “Flagged for Review” has been entered on one or more registries on the Research Registries page of the NAW. This result indicates that information was discovered during the registry check that requires a supervisor review to mark the registry “Cleared” or “Not Cleared.” You can access Flagged for Review applications by going to Applications > Flagged for Review on the navigation bar.

![Flagged for Review Table](image)

Find your applicant in the list and click Review in the Actions column. The Research Registries page of the NAW will display with all previous entries maintained.
Once the registry that was marked "Flagged for Review" has been reviewed, select “Cleared” or “Not Cleared.” Then click **Review Complete** or **Continue Application**.

- **Review Complete** places the application in the **Not Yet Submitted** list. An email notification will be sent to the provider user who started the application notifying the user that the registry review is complete and that the application process can continue.

- **Continue Application** brings up the next step in the NAW and allows the reviewer to continue through the remaining steps of the NAW.
**Hiring Decision**

In Registry Screening only systems, a submitted application is listed on the Hiring Decision page until the applicant is hired permanently or the application is withdrawn. Go to Applications > Hiring Decision on the navigation bar. The Hiring Decision screen appears and you can see a list of your submitted applications.
Determination in Process

This page lists applications that have been submitted, but do not have a completed background check. The fitness determination has not yet been made for these applicants. From this page, you can Withdraw an application or Provisionally Hire an applicant. (See the Recording a Hiring Decision and Managing Employee Records user guide for more information.) Determination in Process applications can be accessed by going to Applications > Determination in Process on the navigation bar.
Determination Available

The **Determination Available** page provides a list of applications that have an available fitness determination. The system will automatically send a notification email to you (at the email address listed on your user account) when a determination is available for your applicant. You must log into the system and go to the **Applications > Determination Available** page to see the fitness determination result.

The applications in this list require action on your part to either hire the applicant and close the application or close the application without hiring. Once the application is closed, the application will be removed from this list.

See the **Recording a Hiring Decision and Managing Employee Records** user guide for more information.