

Resource Manual: Child Care Background Clearance



**Department of Health
& Human Services**
Licensing &
Background Checks

Purpose: This document is provided as guidance and is not a legal document. It does not override or replace the need to be familiar with rules. Current rules may be found on [the DLBC website](#).

Introduction

This manual describes the best practices for submitting and processing background checks for individuals associated with regulated child care programs in Utah. Compliance with these steps is required by state law to ensure the safety of children in care.

Contact information

Staff or applicants encountering issues with the portal, payment errors, or status updates can contact the Division of Licensing and Background Checks:

- Website: dlbc.utah.gov
- Email: clearance-childcare@utah.gov
- Phone: 801-538-4242

Who requires a background check?

A background check must be completed before an individual can have unsupervised access to children. This applies to:

- Owners & Directors: Anyone holding a license or administrative role.
- Employees & Caregivers: Teachers, aides, and kitchen staff.
- Volunteers: Anyone with unsupervised access to children.
- Household Members: Anyone age 12 or older residing in a home where licensed child care is provided.
- Designees: Anyone authorized to act on behalf of the provider.

The submission process (step-by-step)

Step 1: The applicant submits the form.

The covered individual (applicant) must initiate the background check form. Providers cannot complete the form on behalf of the applicant.

- Action: Go to the [Background Check Request Form](#).
- Details required: Personal information, previous addresses (last 5 years), and disclosure of any criminal history.
- Submission: The applicant selects the provider they are associated with. Once submitted, the form enters the provider's queue.

Step 2: The provider authorizes the request.

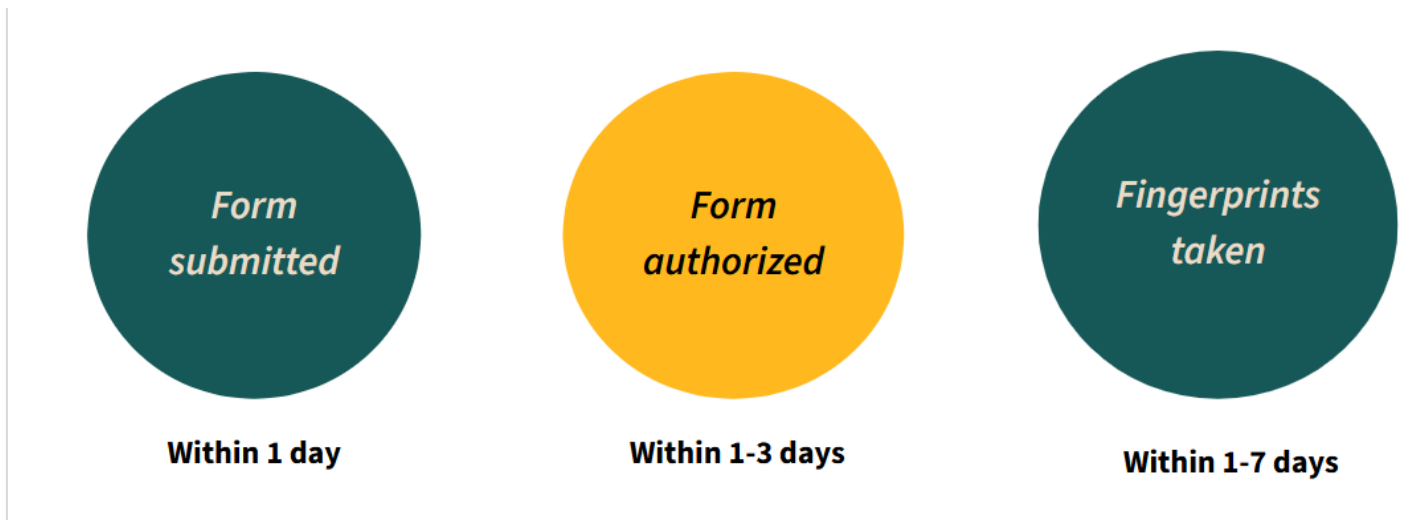
The background check cannot proceed until the provider authorizes the Background Check Form.

- Action: The program director or owner logs into the **provider portal**.
- Navigate to: "Background Check Management" (or similar tab).
- Task: Locate the applicant's name and click **authorize**. This confirms the applicant is applying to work at your facility.
 - Authorizing this form confirms the program's agreement to pay the required fees.

Step 3: Payment of fees.

Fees must be paid before processing begins.

- Payment method: credit card or electronic check via the **provider portal**.
- Types of fees:
 - Background check fee: required for all background check applicants.
 - Fingerprint processing fee: required only if fingerprints are needed (see Section 4).



Fingerprinting protocol

Who needs fingerprints?

Not every background check applicant requires fingerprinting every time. Refer to this chart to determine if fingerprints are required:

Applicant status	Fingerprints required?
Ages 12 - 15	No. These background check applications are name-based check only.
Ages 16 - 17	Yes. If the applicant works or volunteers for the child care program. No. If the applicant is <i>only</i> a household member.
Age 18+	Yes. Mandatory for all covered individuals at the program 18 years of age and older.
Renewal	No. Fingerprints are not required for a renewal. If an applicant has a break in service 180 days or more, new fingerprints are required upon the applicant's return to a program.

How to schedule a fingerprint appointment:

1. Authorization Form: Once the provider authorizes the background check in the **provider portal**, a **fingerprint authorization form** will be available to download within the **provider's portal** account. The provider will download the form from the **portal** and provide it to the applicant. The applicant must bring a printed version of this form to the fingerprint appointment.
2. Appointment scheduling: Most live scan locations have availability by appointment only. To schedule an appointment with the department visit dlbc.utah.gov/fingerprint-services.
3. Fingerprint locations: The department provides fingerprint services at the following location:

Multi State Office Building: 195 North 1950 West, Salt Lake City, UT 84116

If the applicant chooses not to use the department, the applicant will select an authorized third-party vendor from the list maintained at: dlbc.utah.gov/fingerprint-services.

4. The applicant must bring these three items with them to the fingerprint appointment:
 - Identification: The applicant must bring their current government-issued photo ID (e.g., driver's license or passport).
 - Authorization form: The applicant must bring a printed copy of the fingerprint authorization form.
 - Payment: The applicant must bring a receipt of payment (if applicable) or a method of payment accepted by the live scan location, usually in the form of cash or credit card.

Fingerprint cloning

Fingerprint cloning is an option if the applicant previously submitted fingerprints in Utah for a similar purpose, such as working for a local school district. Cloning removes the requirement for the applicant to physically visit a fingerprint location.

If the provider has a candidate for fingerprint cloning, the provider needs to follow the steps below.

Step-by-step instructions

1. Complete the background check application. As instructed above, the applicant initiates and submits the child care licensing [background check application](#).
2. Authorize the application. Once the applicant submits the background check form, the program must formally authorize the application in the system.
3. Submit the cloning request form. The provider will email kerihamblin@utah.gov for the **fingerprint cloning request form**. Once the provider receives the form, they will complete the form and email it back to kerihamblin@utah.gov
4. Wait for confirmation before paying fees. The provider does not immediately pay any background check fees. Wait to be notified by OBP whether or not the applicant's fingerprints are eligible to be cloned. This will determine the final background check cost.

Possible outcomes and fees

- If fingerprints are eligible for cloning, OBP will complete the background screening process. DLBC will notify program to proceed with payment. The total fee will be **\$30** (\$20 for the background check fee and \$10 for the cloning fee).
- If fingerprints **are not eligible** for cloning, OBP will notify the program that the cloning request was unsuccessful. The applicant will then proceed to make an appointment to have fingerprints physically taken to proceed with the background check.

Areas that impact timelines

The following areas impact the background check expected timelines. Correcting them will ensure a smooth overall process.

Name mismatch	Data discrepancies	Manual correction
If the name on the fingerprint authorization form does not exactly match the name on the applicant’s government-issued photo ID, the applicant cannot be fingerprinted.	Any incorrect or non-matching information submitted on the background check application forms requires us to cancel the old form and request a new submission.	Manually correcting form errors and linking data. We must compare the form to the fingerprint database, adding administrative time to internal workload.

Best practices

Here are a few best practices to help make the application process smooth and efficient:

Name mismatch	Data discrepancies	Manual correction
Ensure name consistency across all documents before submission: - Fingerprint form - Photo ID - Application	Double check all submitted data for accuracy and completeness against the government-issued photo ID before authorizing the form.	Submit accurate information initially to prevent the need for manual correction.

Background check form process and timelines

After fingerprints are submitted to the Bureau of Criminal Identification (BCI) for enrollment in ongoing monitoring, the state and national criminal history report is typically received within 1 to 14 days.

Once the criminal history report is received, OBP will verify the applicant's personal information against the background check application. To avoid processing delays all personal information provided on the application must match exactly the

information provided at the fingerprinting appointment. If the information does not match, OBP may be unable to connect the application with the fingerprints, which will result in delays.

1. Application Status & Waiting Period Once fingerprints are submitted, the application status will change from "Incomplete" to "In Process". An "In Process" status typically indicates OBP is waiting to receive the criminal history report. OBP cannot begin the review of an application until the background report is received from BCI.

2. The Review Process Once the criminal history results are received, OBP conducts a comprehensive review of the following information:

- State and national criminal records
- Juvenile records
- State and federal sex offender registries
- Child Protective Services (CPS) records

3. Determinations & Outcomes

- **Approved:** If the applicant is eligible, a background check card will be issued and sent to both the covered individual and the provider.
- **Initial Determination:** If the applicant does not pass the initial background check, both the applicant and the provider will be notified. OBP will then request additional information from the applicant to make a final determination, which may include setting specific conditions.

4. Confidentiality All information regarding an applicant's background check is kept strictly confidential. To protect applicant privacy, no specific details will be released or discussed over the phone. OBP cannot share specific details about an applicant's background check with the program. OBP can only share the background check determination with the program.

Clearance and portability

The "Background E-Card"

Utah uses a portable clearance model. Once an applicant clears the background check:

- The applicant is issued a digital background check card.
- **Portability:** This card is valid at any licensed child care facility in Utah. If an employee moves to a program, the new program simply "associates" the existing cleared record with their program in the **provider portal**. The provider does *not* need to pay for a new background check unless the background check card has expired.

The 180-Day Rule

- **Definition:** If a cleared individual is not associated with any licensed facility for more than 180 days (6 months), their background check becomes void.
- **Consequence:** The applicant must restart the background check process, including new fingerprints and full fees.

Denials and Appeals

If a background check returns disqualifying information (e.g., certain felonies, sexual offenses, supported child abuse findings):

1. **Notification:** Both the applicant and the provider will be notified. The provider will *not* be told the specific offenses, only that the applicant is "Not Eligible."
2. **Appeals:** The applicant has the right to appeal or request a reconsideration if the information is incorrect or if they believe they have been rehabilitated. Instructions to appeal the not eligible determination are included in the denial letter.

Common terms and acronyms

Term	Definition	Where to find more information
BCI	Bureau of Criminal Identification which is part of the Utah Department of Public Safety	BCI Website
CPS	Child Protective Services	
DLBC	Division of Licensing and Background Checks	DLBC Website
Finding	Criminal finding- record of arrest, charge or prosecution for a criminal offense Non criminal finding- record found on the state and national sex offender registry, Supported finding with APS and CPS Juvenile charges and adjudications	
Live Scan Fingerprints	According to the Federal Bureau of Investigation (FBI), Live Scan is the electronic method of capturing fingerprints in a digitized format, completely replacing the traditional method of rolling fingers in ink onto paper fingerprint cards. Here is a breakdown of how the FBI defines and uses the Live Scan	

	process: Inkless Capture: Instead of using ink, a person's fingers are rolled or placed flat on a specialized glass scanner (called a platen). The device optically or capacitively reads the friction ridges of the fingers and converts them into high-quality digital images. Electronic Transmission: Once the prints and the applicant's demographic data are collected, they are securely transmitted electronically to a state identification bureau and/or directly to the FBI. Next Generation Identification (NGI): The transmitted digital fingerprints are fed directly into the FBI's Next Generation Identification (NGI) system—the world's largest and most efficient electronic repository of biometric and criminal history information.	
Live Scan Vendor	The Office of Background processing maintains a comprehensive list of live scan vendors. Applicants may choose to be fingerprint at any location.	Live Scan Fingerprint Locations
OBP	Office of Background Processing which is an office within the Division of Licensing and Background Checks which is an operational unit within the Utah Department of Health and Human Services	DLBC Website
Rap Back	Record of arrest and prosecution. When a covered individual is fingerprinted they are enrolled in Nationwide FBI rap back. OBP is notified nightly of any updates to a covered individual.	
UCLAPP	Utah Certification and Licensing Application-This system houses all licensing information as well as operates at the background clearance system for Child Care Applicants	UCLAPP