**Notes from Background Check Stakeholder Webinar/Meeting**

**31st Floor, South A Conference Room, Vern Riffe Center**

**March 18, 2014, 11:00 a.m. - 12:30 p.m.**

**Participants:** Alicia Conley, Allison Dudziak, Andrew Cline, Angel Morgan, Ann Casey, Beth Foster, Beth Kowalczyk, Beth Myers, Brad Singer, Cathie Hoffman, Chris Murray, Christina Frass, Dave Bibler, Diane Phillips, Dushka Crane, Fran Savard, Hilary Stai, Howard Henry, Jane Lengel, Jayson Rogers, Jeff Lycan, Jennifer Howell, Jenny Sand, Katya Ryabtseva, Kellie Jakaitis, Lawrence Yawn, Lilly Stockell, Linda Gillespie, Malinda Deacon, Maritsa Flaherty, Mark Davis, Mina Chang, Rick Tully, Robert Klein, Steve Mould, Steven Raubenolt, Sue Fredman, Teresa LNU, Teresa Shane, Tim Rowe, Todd Lilley, Tom Simmons, Tracy Uhl, Vicki Jenkins, Wayne Morgan.

**Rick Tully, OHT - Welcome**

* Overview of purpose of today’s session. Terrific progress on ARCS and RapBack. Both moving toward testing and production. Purpose of today’s session to report on progress and next steps.
* Discovered legislative changes needed to give AGs office authority to give RapBack opportunity to home and community based service providers. We were able to get that language in mid-biennium budget to be effective July 1. Do not anticipate any problems with having that established by July 1.

**Jane Lengel, ODM – Agenda, Goals, ARCS Priorities, 6 Registries**

* OIG LEIE – Requesting access for search by SS#, as is available in the public website. If we are unable to get access to the SS# search in the ARCS system, we can still use the name-based search criteria (last name and DOB).
* Providers need to be vetted to have access to provider portal. Essential information for verification (ppt slide)
* Only one ARCS administrator from each organization will be given access information. This person can set up user accounts for other administrative staff within their organization.
* Provider will go to MITS portal on website and update profile in MITS with this information.
* Proposed vetting process. Once updated information, ODM to verify and confirm provider information and submit Approved Provider List to DAS.

**Beth Myers, CNA - Creating and Managing User Accounts**

* There will be training for the administrative staff responsible for using the ARCS and RapBack systems.
* Every user will be asked to accept the terms and conditions every 90 days in order to sign in to ARCS. If a user does not sign in for 90 days, the user will be asked to accept terms and conditions at next sign in.

**Christina Frass, AGO – Rapback Process Overview**

* Information is submitted to request organization’s administrator, designated user participation, and employee enrollment
* Individual employee can be enrolled in background check system by more than one agency/employer
* Terms and conditions identify the types of searches that are appropriate/inappropriate and there is a log report/audit trail to track searches that take place.
* Cost is still $5 per employee per year.
* Currently BCI is developing training materials.
* BCI background check system has had a backlog recently. How will RapBack be affected by this? RapBack is a separate process and will not be affected by the background check process.
* RapBack is only as up-to-date as court reporting. Several projects are underway to improve the speed and quality of disposition reporting into the system.

**Jane Lengel, ODM – Timelines for ARCS and RapBack**

* April – User Acceptance Testing with internal staff
* May – pilot testing with 20 volunteer provider organizations
* May/June – Pilot testing and make adjustments
* July – ARCS goes live statewide
* July / August – RapBack pilot with 20 providers
* September – RapBack goes live statewide

**Stakeholder Discussion - General Questions**

* For RapBack –Will employee data entry be manual? There is no automated entry at this point, but agencies will have to phase in their employee entries. Providers can register employees who have received a background check within the past year.
* Once an employee has a background check and is enrolled in RapBack, this will satisfy current 5-year background recheck requirement.

**Mina Chang, ODM - Communications Strategy to Reach Providers**

* List of providers who are eligible will come from MITS data. Currently e-mail addresses and other information that is required to communicate with providers and utilize ARCS and RapBack are poorly populated in MITS (e.g., only 10% of providers have an e-mail address). So we are planning a communications strategy to inform providers of this opportunity and request that they repopulate demographics and contact information in MITS portal so that they can participate.
* Asking stakeholders to help us disseminate information about this opportunity and requesting providers to complete the required information in MITS.
* Seeking input about how to outreach. Currently have about 3,000 to 4,000 providers to contact.
  + Send all associations a communication and ask them to send out the message so that it is a consistent message.
  + Many networks and newsletters can be used.
  + ODM will send out a draft communication as soon as they have confirmed the exact fields to be populated and the timeframe for providers to update the MITS portal in order to be included in the initial Approved Provider List.