

**Department of Health and Human Services**  
**321 E. 12<sup>th</sup> St.**  
**FWBP/CPS/Operations/RCE**  
**Des Moines, IA 50319**  
**Child Care Center Record Check Guide**  
**Iowa Department of Health & Human Services (HHS-Formerly DHS)**

**Frequently Asked Questions:**

**I am a new center, when can I apply for a SING account and a fingerprint account?**

- Your HHS Licensing Consultant will tell you when you have met “sufficient application” and will have the SING application sent to you
- Please review the following link for questions about “sufficient application” (specifically #2):

<https://ccmis.dhs.state.ia.us/providerportal/LicensedProviderDocuments.aspx>

**Who needs to have record checks?**

- Any person being considered by a child care facility for employment. 441-109.1

**Are volunteers required to have a record check?**

- A volunteer must undergo the record check process when any of the following criteria are met:
  - (1) The volunteer or substitute is included in meeting the required child-to-staff ratio;
  - (2) The volunteer or substitute has direct responsibility for a child or children; or
  - (3) The volunteer or substitute has access to a child or children with no other staff present.441-109.6(5)

**How often do I need to complete record checks?**

- Iowa records checks (SING) shall be completed before involvement with child care and repeated at a minimum of every two years and when the Department or the center becomes aware of any possible transgressions.
- The national criminal history check (fingerprints) shall be requested before involvement with child care and repeated for each person every four years and when the Department or center becomes aware of any new transgressions committed by that person. 441-109.6(6)

**Where can my fingerprints be rolled?**

- Fingerprints may be taken by law enforcement agencies, by agencies or companies that specialize in fingerprinting, or by center staff or subcontractors who have received appropriate training in the taking of fingerprints. Iowa Child Care Resource and Referral may be able to assist you.

**When can my new employee start working?**

- After **ALL** of these items have been completed:
  - ✓ The candidate’s fingerprints have been mailed / scanned
  - ✓ The candidate’s SING check has been run
  - ✓ Any additional steps including a record check evaluation are completed if needed

## **SING Process- Iowa Background Checks**

*To be completed at the initial hire, and then every 2 years thereafter*

### **How to complete SING checks**

- I. Have each record check candidate complete and sign the following forms: [DCI-77](#) [470-3301](#)
  - ✓ DCI-77 does not have a space for alias or maiden names, but please be sure to have the candidate record these somewhere on the form. All names must be submitted through SING
  - ✓ Keep the completed forms in the candidate's file. Do not send in the forms, as they are used only as waivers.
2. Follow this guide to complete your SING check:  
See **SING INSTRUCTIONS**:  
<http://ccmis.dhs.state.ia.us/providerportal/LicensedProviderDocuments.aspx>
3. Your SING is complete when:
  - ✓ You have the final results back for all four of these categories (see page 13 of SING instructions for further guidance):
    - Criminal history
    - Sex offender registry
    - Child abuse registry
    - Dependent adult abuse registry
  - ✓ If all four final results say "no record found" the background check is complete. Maintain SING results in candidate's file.
  - ✓ If SING shows further action is required, see page 4 of this guide.

## Fingerprint Process – National Criminal History Checks

*To be completed at the initial hire, then every 4 years thereafter*

### How to submit fingerprints for a national criminal history check

1. Once the center is approved by HHS and ready for their SING account, they may go to the CJIS Launchpad to obtain the application to establish a national fingerprint account.

Once approved by DCI as a Qualified Entity, the center will receive their OCA, which is their agency identifier for fingerprints and FBI results.

See the CJIS Launchpad link at the bottom of this page for the application.

2. The center will also need to create an account with **Fieldprint** in order for candidates to utilize this service to be fingerprinted electronically at <https://fieldprintiowa.com/businesses>
3. The candidate needs to complete a current **Form DCI-45: Waiver Agreement and Privacy Act Statement** [docs.cgi](https://docs.cgi)
  - ✓ Prior to submitting fingerprints, this waiver must be filled out completely with a signature, then kept in the candidate's file.
4. The candidate needs to obtain fingerprints on fingerprint cards (**FD 258**) ordered from DCI OR the candidate needs to schedule an appointment with a Fieldprint office to schedule a time to complete fingerprints <https://fieldprintiowa.com/individuals>. You must give your Fieldprint Code (assigned by Fieldprint) to the candidate for them to schedule an appointment to be fingerprinted.

*Fingerprint cards may be ordered by emailing [dcirecordchecks@dps.state.ia.us](mailto:dcirecordchecks@dps.state.ia.us) and including your OCA number.*

5. If the candidate is NOT going to a Fieldprint Office, mail completed fingerprint cards to:

**Iowa Division of Criminal Investigation  
Support Operations Bureau, 1<sup>st</sup> Floor  
215 E. 7<sup>th</sup> Street  
Des Moines, IA 50319**

#### Please Note:

- Fingerprint cards should always be mailed flat. Folding or bending the cards can make them unreadable and cause delays
  - Fingerprint cards should always be filled out completely or they will be mailed back causing delays
6. The results of the national fingerprints will be returned by the DCI via mail. Place a copy of the results in the candidate's file with the signed waiver listed above. Contact DCI if you have not received results after 30 days.
  7. If a record is not found:
    - ✓ This record check is complete. No further action is needed.
  8. If there are any discrepancies between previous SING results and fingerprint results that have not been evaluated; submit for record check evaluation. (see page 4 of this guide)

**\*\*\*All forms, complete instructions and guidelines regarding fingerprints and FBI results can be obtained through CJIS Launchpad: <https://iowa.cjisapps.com/noncrim/launchpad/>**

## Record Check Evaluations

**When SING says “further research” is required for criminal:**

[470-2310](#)

- Go to view history tab on SING to verify if there is a record or not.
- If the final result is “no CCH Record found”, no further action is needed.
- If the final result is “CCH Record found” you will receive a form S and RAP sheet.
- Once you receive the form S and RAP sheet, to continue the hiring process, have the candidate complete record check evaluation 2310 Part D for EACH conviction; agency submits to Record Check Evaluations

**When SING says “Initiate record check evaluation process for Child Abuse Registry by completing form 470-2310”:**

- Have the candidate complete a 2310 Part D for ALL founded Child Abuse and agency submits to Record check Evaluations. You DO NOT need to submit anything to the Abuse Registry

**When SING says “Submit request for Dependent Adult (DA) Abuse Registry Information”:**

- Fill out a 3301: Authorization for Dependent Adult Abuse Registry Information [470-3301](#)
  - The applicant needs to sign Section 2, and then submit it to the Abuse Registry (fax: 515-564-4112 email: [dhsabuserregistry@hhs.iowa.gov](mailto:dhsabuserregistry@hhs.iowa.gov).
- When the Abuse Registry returns the Registry Information form:
  - Yes, the applicant is on the DA Registry: The applicant must complete a 2310 Part D for all founded DA abuse.
  - No, the applicant is NOT on the Abuse Registry: You are done

**Please Note:** You **MUST** include the results of the Abuse Information form in your RCE packet regardless of the applicant being on the registry or not.

### **Clearance for Employment:**

- SING shows no record found for Abuse Registry or IA Criminal. Roll fingerprints, mail in for FBI results and proceed with employment PENDING fingerprint results.
- SING shows record found or further research for Abuse Registry or IA Criminal: Roll fingerprints, mail in for FBI results & submit a completed packet (see below) to HHS. If RCE is approved, proceed with employment PENDING fingerprint results.
- Initial Record Check Evaluation based on SING, was approved and FBI results show conviction(s) that DID NOT appear on the DCI RAP sheet: **Please note: To maintain FBI compliance requirements, any reference to information contained in the FBI (fingerprint) results cannot be sent electronically.**
  - Fax or email the initial packet with the previous decision and new 2310 for the new transgression(s) indicated on the FBI results to HHS- DO NOT include FBI results & in the body of the email indicate FBI results were mailed.
- Mail the FBI results to:
  - Department of Health and Human Services
  - 321 E. 12<sup>th</sup> St.
  - FWBP/CPS/Operations/RCE
  - Des Moines, IA 50319

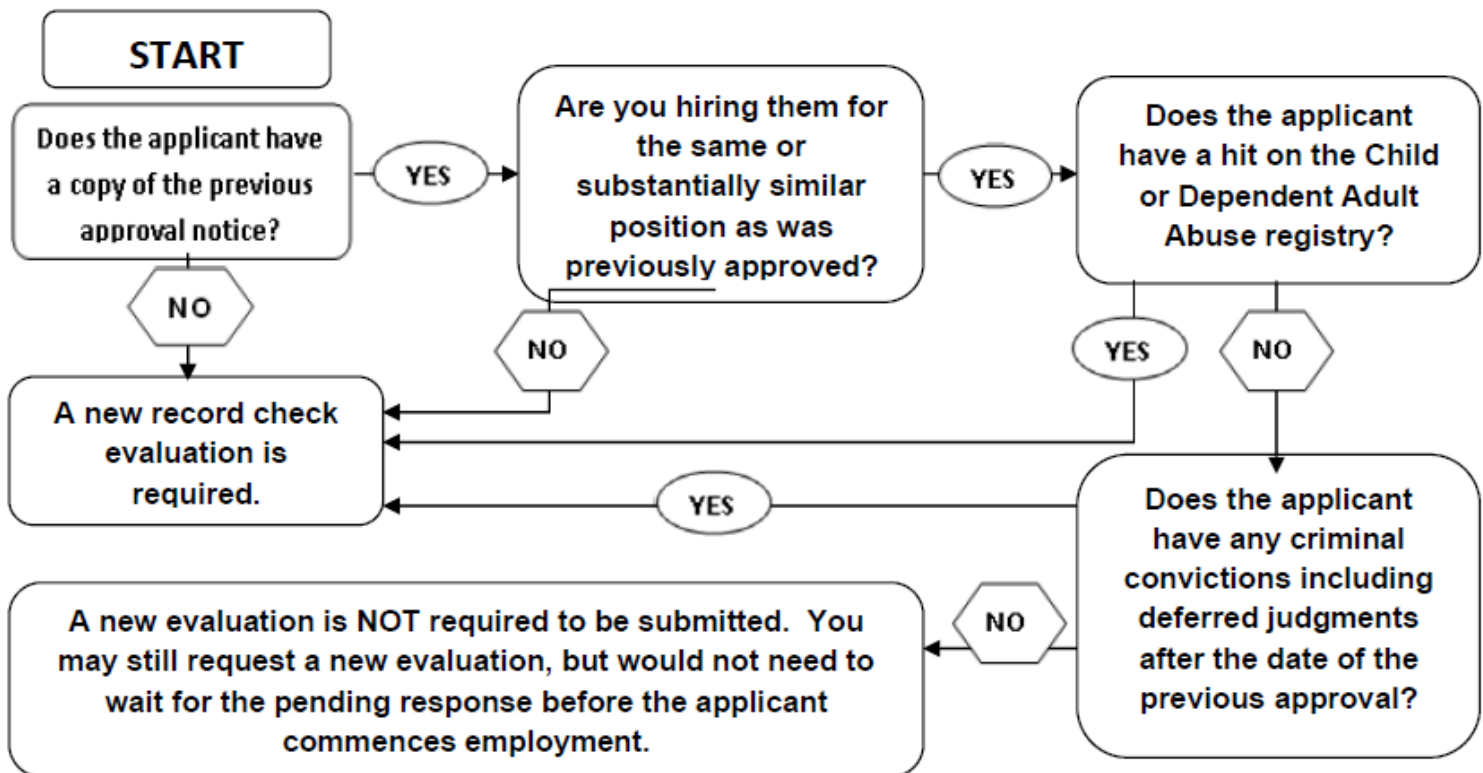
**What is considered a complete packet for a RCE: (please send in the following order)**

1. ONE copy of the Record Check 2310 Part A-C (Completed in black ink, all boxes filled in, must be dated, signed & nothing in Part C)
2. Record Check 2310 Part D for each transgression
3. A printout of SING showing the final results of the Registry's & IA criminal checks\*\*
4. The Form S & DCI RAP sheet showing IA criminal history (DO NOT evaluate juvenile or scheduled traffic) \*\*
5. Completed Authorization for Abuse Info, when further action was required on SING for Dependent Adult Registry
6. Supporting documentation

- Examples are Outlined on the 2310 Part D Question 2

**\*\* Must be dated within 30 days of HHS' receipt of the completed packet.**

**Does an applicant need an evaluation if they have already been approved in the past?**



Department of Health and Human Services  
Record Check Evaluation  
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