

CPS Background Check Processing

***As of August 30th DCF will no longer be accepting CPS background checks via email, mail, or fax. Please see message and links below regarding the new BGC Portal. For credentialing purposes, all providers will need to access this information as you can no longer send to ABH unprocessed background checks for us to send on to the Careline unit for processing. Once you receive the result of the background check from DCF, please forward the response to ABH.**

Please read the notice from the DCF Careline unit below relating to DCF CPS background checks:

To Whom it may concern:

I am reaching out to you regarding some exciting changes that are happening within the background check unit here at the Department of Children and Families. We have implemented a new portal that will allow for easier submission of checks and in many cases a faster return of results for your agency. Our goal is to improve upon our current system and make a more streamlined process for both the applicants and the agency's requesting the checks.

We are asking any agencies that will require more than one individual to submit and access results, set up a shared email as you can only have one email address assigned to each token. Once we receive the shared email or confirmation that there is only one person accessing the portal we will provide you your token code.

*We are requiring that agencies send us copies of the forms they have submitted to the portal to dcf.backgroundcheck@ct.gov. This can be done on a weekly basis and will not delay processing times. When sending us copies please use " Copy of Signed Release of Information" in the subject line.

We have included training materials and videos for your review as we begin this transition. As always please feel free to reach out to the background check unit with any questions or concerns you may have.

Link to Portal: <https://portal.dcf.ct.gov/Portal/Main/#dashboard>

Regards,

DCF/Background Check Unit
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