

Provider Advisory #2018-016 FAQs

Background Screening Requirements Employment/Contractor Roster Agency with Multiple Locations

- Section 435.12(2) (c) Florida Statutes doesn't state that I must maintain a roster for each home, just that I maintain the roster within the Clearinghouse. Why is APD making me create rosters for each home/location that I have?
 - Florida Statutes mandate the use of the Clearinghouse, but it is left up to each respective Agency on how to handle and implement the requirement.

- How do I obtain additional OCAs for my Group Homes or ADTs?
 - You will contact your Regional Office and let them know you require assistance with obtaining additional OCAs for your homes/locations. When speaking with Regional staff, be prepared to provide the following for each OCA needed: (you may also opt to provide all information by email to staff you speak with)
 - Agency Name - Group Home Name/ADT Name
 - Agency Contact Name (who to contact when an alert received)
 - Site Address
 - Agency Phone Number (who to contact when an alert received)
 - Email Address (who to contact when an alert received)

- Who do I contact in my Regional Office for the additional OCAs?
 - APD has a list of Regional staff that handle background screening related inquiries listed on the apdcares.org website.

<http://apdcares.org/background-screening/contacts.htm#>

- I have additional OCAs for each home/location, now what do I do?
 - You will register for each one as you did in the beginning with your single Profile then you will be able to add your employees to each roster. There is no need to rescreen anyone that currently has a screening and is on your roster.

http://ahca.myflorida.com/MCHQ/Central_Services/Background_Screening/docs/ClearinghousePortal_UserRegistrationGuide_DCF.pdf

Follow the instructions on page 10 of the instruction guide above once your OCAs are assigned.

- Once I have been approved by DCF for my additional OCAs, how do I use them?
 - You will use your current Portal username and password to access the Results Portal, the additional OCAs are available through a Provider line item drop-down during the screening or adding employment section.

https://ahca.myflorida.com/MCHQ/Central_Services/Background_Screening/docs/Clearinghouse_Results_InstructionGuide_DCF_APD.pdf

Instructions can be found using the Instruction Guide in the link above.

- Now that I am approved for each OCA, does APD expect me to update all rosters within 10 business days?
 - No, there is no expectation that your Agency will have all the new rosters updated with **current employees** within 10 business days. APD understands that you currently have employees listed on your main roster created when APD joined the Clearinghouse. The Agency expects Providers to start adding their current employees to the new OCA Rosters and be in compliance no later than July 1, 2019.

➤ What is the 10 business days related to?

- Section 435.12(2) (c) Florida Statutes states the Provider must maintain the employment status in the Clearinghouse. Meaning initial employment and any changes in employment must be reported (updated on your roster) within 10 business days.

The intent is all new applicants be screened under the new OCA and added to the new roster if hired.

➤ Are you telling us that our Group Home/ADT staff must have access to the Clearinghouse roster?

- No; if you utilize the Clearinghouse in a centralized HR setting, the HR staff will continue to access the Clearinghouse under their current portal username and password. They will manage screenings and rosters from their location and can provide a copy (fax or email) of the roster to the Reviewer upon request.

➤ I have high turnover in my Agency, do I really have to update each roster when a staff fills in for a shift?

- The Agency understands the high turnover rate and adding a stand in employee to a roster is an additional workload. To alleviate this workload, if you have an employee on a roster and the employee must cover a shift at another home, there is allowance for them to cover that shift without adding them to the roster of the fill-in home.

If the employee works in another location for up to or more than 10 days a month, they must be added to the roster of the other location they are covering in.

- My staff work in multiple locations/homes, do I have to add them to each roster?
 - Yes; the employee must have an employment record listed on each roster. Please follow the instructions listed on page 24 of the User Guide to add the employment record to the applicant profile. Repeat the steps to add another OCA record.

https://ahca.myflorida.com/MCHQ/Central_Services/Background_Screening/docs/Clearinghouse_Results_InstructionGuide_DCF_APD.pdf

- I'm still having problems, who can I speak with at APD to assist me?
 - The APD Clearinghouse Manager is Daniella Jones. If you require assistance after speaking with our Regional staff, please send an email to Daniella.jones@apdcares.org with your contact information and your questions.