

Department of Health and Human Services (DHHS) Criminal Background Check Unit

Live Scan Frequently Asked Questions for Law Enforcement Agencies

1. Who can I contact at DHHS for Live Scan questions?

Questions regarding child care provider checks should be directed to Pat Andrews or Sherrie Hunt at (919)527-6620 or (800)859-0829. Questions may also be submitted by email to DHHS.CBC.Unit@dhhs.nc.gov

Questions regarding foster care, adoption or DHHS Personnel checks should be directed to Christy Alston, Susan Saltys (Foster/Adoption) or Barbara Beasley (DHHS Personnel) at (919)527-6620 or (800)859-0829. Questions may also be submitted by email to DHHS.CBC.Unit@dhhs.nc.gov

2. Is there information regarding Live Scan checks for DHHS programs posted on the internet?

For information on Live Scan fingerprinting for DHHS programs, go to www.ncchildcare.nc.gov, click on the DHHS Criminal Background Checks link on the main page. That will bring you to another page where you can find information on adoption, child care, foster care, DHHS Personnel or law enforcement.

3. Will the State Bureau of Investigation (SBI) charge my law enforcement agency for submitting Live Scan prints?

For programs covered by DHHS (adoption, child care, DHHS Personnel and foster care), there is no fee charged by the SBI to law enforcement agencies to submit Live Scan prints.

4. When I do Live Scan prints for DHHS, do I print out a card as well?

No. A fingerprint card should **not** be printed out for applicants submitting Live Scan fingerprints. The print impressions should be sent directly to the SBI for processing.

5. Do I print out a card if the applicant asks for one for their file?

No. Please do not print out a fingerprint card for applicants submitting Live Scan fingerprints.

If the applicant desires a record of proof that they had Live Scan fingerprints taken, they can keep a copy of the “Electronic Fingerprint Submission Release of Information” forms on file.

6. Am I responsible for having Live Scan forms on hand or mailing Live Scan forms to DHHS?

No. DHHS provides examples of the forms to you as an information tool only. All applicants are responsible for having the forms with them when they arrive at your agency for fingerprinting. The applicant is also responsible for mailing the completed forms to DHHS. We only ask that you perform the fingerprinting service for the applicants and submit the fingerprint impressions to the SBI.

7. What “agency seal/certification” do I need to provide on the bottom of the “Electronic Fingerprint Submission Release of Information” form?

Please provide a stamp or seal that identifies your law enforcement agency so we know which agency has taken the Live Scan fingerprints. We see stamps such as one used for mailing or you may use a raised seal or sticker seal. The basic requirement is a listing of the law enforcement agency’s name (i.e. Your City Police Department, Your County Sheriff’s Office).

8. Do we use the “Applicant local” or the “Applicant” print form on Live Scan?

Law enforcement agencies should use the “Applicant”, not the “Applicant local” designation for DHHS Live Scan fingerprinting. “Applicant local” will not transmit to the SBI.

9. Do we use the “non-fed user fee” or the “misc applicant civil” notation on Live Scan?

Law enforcement agencies should use the “non-fed user fee” for fingerprinting non-criminal applicants for DHHS with Live Scan. The “misc applicant civil” notation is always used for criminal justice employees (police officer, detention, telecommunicators, etc.)