



National Forum for Background Checks

AHFSA Annual Conference
Background Screening Interest Track
September 23-26, 2018

TRAINING PROVIDERS ON THE SCREENING PROCESS

SESSION LEADER: Brenda Dreher

PRESENTERS: Meghan Shears, WV; Patricia Trella, CT



Training Providers on the Screening Process

- ▶ Objective: With any new or changing automation comes training. Two NBCP States will share their experiences, successes and obstacles in training internal and external system users.
- ▶ Questions from interested States: Our conference goal is dialog. In this session, representatives from interested States are encouraged to ask questions; describe their challenges of effectiveness, efficiency and equity; and exchange information.



Training Providers on the Screening Process

Brenda Dreher – Director, Health Occupations Credentialing
KS Department for Aging and Disability Services

CURRENT STATUS:

- ▶ Legislation passed this session authorizing State/national fingerprint based criminal record checks.
- ▶ Working to complete User Acceptance Testing for KanCheck – developed to process registry and criminal history checks.



Training Providers on the Screening Process

KANSAS

▶ Next Steps

▶ Decisions/considerations for User Training

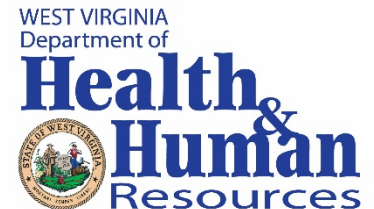
- ▶ Establishing several pilot users to gain experience with training and troubleshooting.
- ▶ Editing the User Training Manual based on feedback from pilot users.
- ▶ Considering multiple modes of training to reach rural areas:
 - Large HR staff turnover at facilities; small number of internal staff. Thinking of:
 - Live Training with handouts
 - Recorded training with supporting materials available online
 - Train the trainer sessions utilizing professional associations



WVCARES

WV Clearance for Access: Registry and Employment Screening Provider Training

Meghan Shears
Director, WV CARES
September 25, 2018
2018 AHFSA Conference



WVCARES Training

- System went live August 1, 2015
 - Rolled in over 5,000 providers Statewide
- All providers must take training before gaining access to the WVCARES system
- In person training
 - Hands-on
- Online training
 - Adopted from in person training

In Person Training

- Hands-on with participants bringing laptops
- Trainings held around the State
- Training is broken into sections
 - Overview of WVCARES Unit and Program
 - Overview of the WVCARES system
 - Scenarios using the system
 - Q & A throughout

Online Training

- WVCARES has a small staff
 - Unable to constantly travel
- Roll-in for Child Care/Early Education
 - Nearly 4,000 providers
- Adopted scenarios from in-person training

Questions

Contact

Meghan S. Shears, AFI

Director

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TRAINING PROVIDERS ON THE SCREEING PROCESS

PRESENTER: Patricia Trella, Program Supervisor
Connecticut Department of Public Health

Training Providers in the Applicant Background Check System (ABCMS)



Connecticut's General Statutes, Section 19a-491c. effective 1/1/12

- All providers phased in
- Program Implementation on 10/19/15

- Intra-agency collaboration with Facilities Unit
 - Announced training dates
 - Provided welcome to participants

- Inter-agency collaboration with Connecticut State Police
 - Attended training sessions for Q & A portion
 - Some CT State Police staff attended hands-on training

- Phase in of providers by most to least tech savvy
 - Sessions initially were for most tech savvy
 - As new provider types were phased in, time for training increased



- ▶ Agenda of Training Session
 - ▶ Welcome
 - ▶ *Brief Overview of the ABCMS*
 - ▶ *Use of the ABCMS: 5 Steps*
 - ▶ *Q and A Session, with CT State Police*
 - ▶ Lunch (on your own)
 - ▶ *ABCMS Hands-on Training Scenarios*
 - “Bring your own Laptop”
 - IT staff assisted users by walking about
 - Ten-minute break



Evaluation of Training Sessions

- ▶ High rate of participation
 - ▶ 612 Organizations have user(s) in program
 - ▶ 20 On-site Classroom Training Sessions
 - ▶ 575 Participants
 - ▶ Class size: range = 15 to 85 participants
 - ▶ Participant Feedback

	Yes
➤ The materials and information provided helped to inform the session.	99%
➤ The hands-on exercises were adequate to understand the ABCMS system.	96%
➤ The training was a good investment of my time.	97%
➤ The pace of the hands-on exercises was appropriate.	95%



Qualitative Data

- ▶ Participant Feedback Themes
 - ▶ Hands-on Experience
 - ▶ *Liked the hands-on training aspect.*
 - ▶ *Pace was perfect, instructions were clear.*
 - ▶ Helpful Session
 - ▶ *This training was well organized and helpful.*
 - ▶ *The assistants were very knowledgeable & helpful.*
 - ▶ Informative Preparation for System Use
 - ▶ *Very educational so all centers will understand the process when it becomes effective.*
 - ▶ *Considering this is a new system for CT, the training was a good start to help learn the process.*



Non-Classroom Training

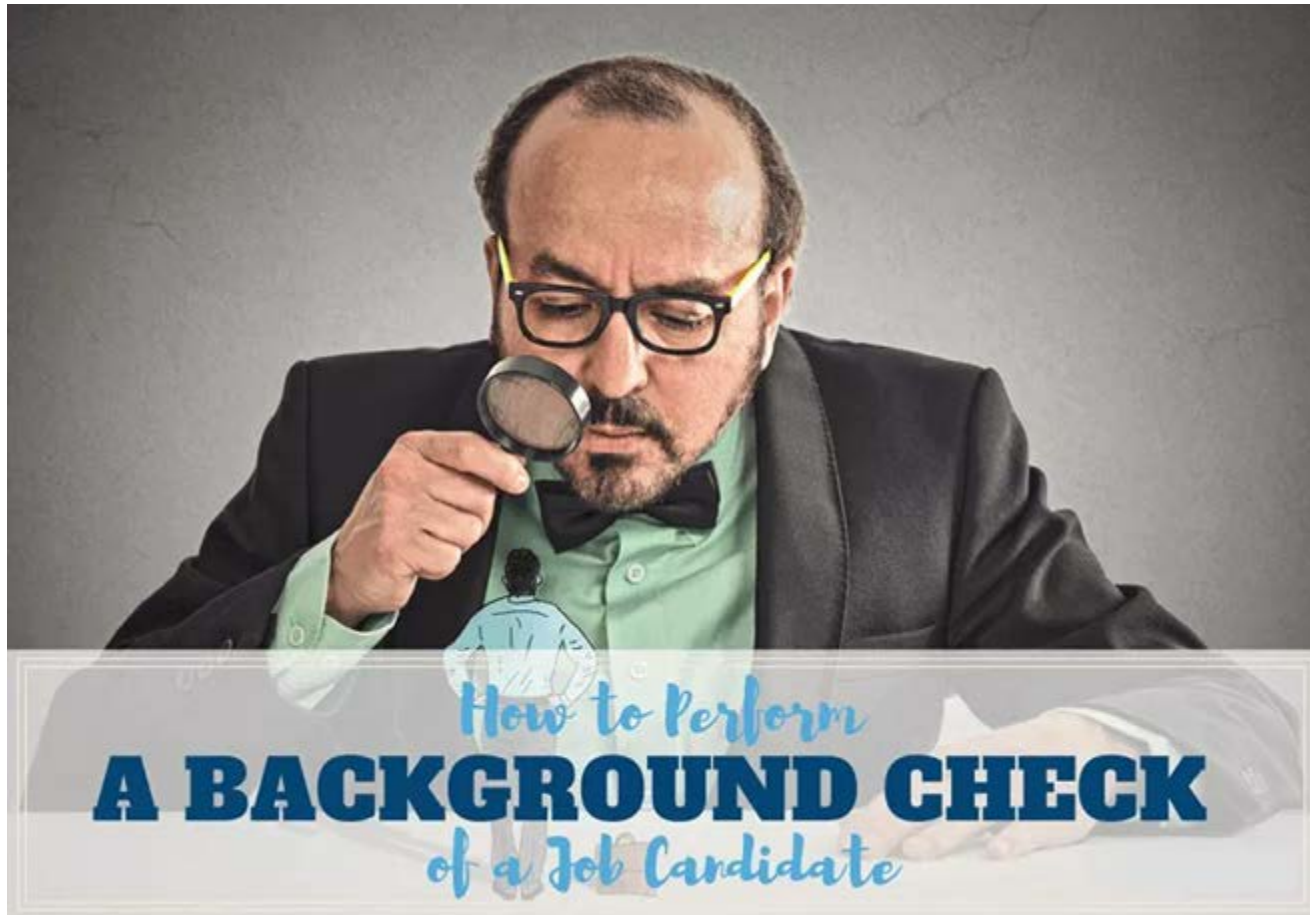
- ▶ Ongoing Support
 - ▶ Refreshers/ Reference Tools
 - ▶ Online Resources - www.ct.gov/dph/abcms
 - Frequently Asked Questions
 - User Manual
 - Video Tutorials
 - ▶ Staging Environment as a Training Platform
 - ▶ ABCMS Help Desk support staff



Lessons Learned

- ▶ Schedule training as close to the go-live as possible
- ▶ All hands on deck
- ▶ Adequate connectivity or adequate bandwidth
- ▶ Simplify the log-on
- ▶ Everyone on the same page
 - ▶ Multiple short scenarios
 - ▶ Asked participants to not jump ahead
 - ▶ HOME screen between each scenario

Questions from States?



How to Perform
A BACKGROUND CHECK
of a Job Candidate