



Long-Term-Care State Licensing Section Workforce Background Check Facility Self-Audit Guide

MCL 333.20173a requires that all nursing homes and homes for the aged employees, independent contractors, and those being granted clinical privileges with direct access to, who are providing direct services to residents complete a criminal background check and be deemed eligible for employment through the Workforce Background Check (WBC) system. The Long-Term-Care State Licensing Section (LTCSLS) now can view the WBC records seeing the account users, pending alerts, and applications.

With access to the WBC system, LTCSLS will no longer verify facility staff eligibility by requesting a copy of the WBC eligibility letter during licensure surveys and complaint investigations. Instead, LTCSLS will be reviewing the WBC account and verifying that all employed and contracted staff and those being granted clinical privileges, with direct access to residents or who are providing direct services to residents, have active applications in the WBC system. Not all individuals with direct access or direct services require the background check, for example, students and volunteers do not fall under the background check laws unless they are granted clinical privileges.

With this change to the survey process, LTCSLS is recommending that each facility complete a self-audit of the WBC for each license account to ensure compliance with MCL 333.20173a. To do this, review the three A's of the WBC account and complete a compliance confirmation.

A Access

Each licensed nursing home and licensed home for the aged has its own WBC account. Each WBC account should have an active primary user account. The primary user is responsible for creating and disabling sub-user accounts and verifying staffing agency or contractor accounts for that license. Additionally, the primary user receives all communications from WBC. Eligibility letters are addressed to the primary account user named on the facility account. The user, whether primary or not, who enters the background check application will receive subsequent email alerts about hiring decisions and rapbacks, until that user account is disabled, then the email communications will default to the primary user account again.

The screenshot shows the top navigation bar of the WBC account interface. The user is logged in as 'You have logged in as [redacted]'. The navigation bar includes links for 'News & Documents', 'Account Settings', 'Request Support', and 'Log Off'. Below this, a secondary navigation bar contains 'Home', 'Quick Check', 'New Application', 'Search Applications', 'Reports', 'Manage Users', and 'Messages'. A red arrow points to the 'Manage Users' link. Below the navigation bar, a yellow alert box states 'You have 1 new message(s)'. Below the alert box, there are tabs for 'In Progress', 'Pending Results', 'Employability Results', and 'Summary'. Below the tabs, a table header is visible with columns: 'ID', 'First Name', 'Last Name', 'Facility Name', 'Created Date', 'Stage', and 'Action'. The table body shows 'No record found.'

If the primary user account information is unknown, access to the account must be requested in writing by the facility administrator on company letterhead with the name and email address of the requested primary account user. The letter needs to be faxed to WBC at 517-241-0093.

A Alerts

The WBC account will alert the user to items that need timely attention. These will be identified in a notation that there is a message pending their review. The messages will identify one of the following situations:

- In Progress – Shows background checks that are pending fingerprints.
- Pending Results – Shows background checks that have a submitted application for fingerprints.
- Employability Results – Shows applications waiting for a final hiring decision.

The screenshot shows the WBC account interface with the 'In Progress' tab selected. A red arrow points to the 'Pending Results' tab. Below the tabs, a table header is visible with columns: 'ID', 'First Name', 'Last Name', 'Facility Name', 'Created Date', 'Stage', and 'Action'. The table body shows 'No record found.'

A Applications

The applications in the WBC account need to be a complete listing of all employed and contracted staff, and those with clinical privileges or who regularly have direct access to residents or are providing direct services to residents. To review this list, select Search Applications.

- To resign employees, contractors, and those with clinical privileges, who are no longer have direct access to residents in the facility.

1. Select Search Applications from dashboard.



2. Search for the employee name.
3. Select either the confirmation ID number or the continue button for that employee.

C141XJLY	Test	Test	03/12/1980	UTJ	Hired	Continue
C141ZQPY	Test	Johnson	01/01/1980	UTFFL	Withdrawn	Continue

4. This will return the applicant profile.
5. At the bottom of the applicant profile, select that the employee does not work at this facility any more radial button.
6. Select the Update Hiring Decision button.

The screenshot shows a form titled 'Update Hiring Decision'. It contains a radio button labeled 'The employee does not work at this facility any more.' which is selected. A red arrow points to this radio button. Another red arrow points to a blue button labeled 'Update Hiring Decision'.

- To obtain shared eligibility results from a staffing agency or contractor.

1. Click on New Application to begin the background check process.
2. Click on switch to contracted staff.

The image displays two screenshots of the WBC system interface. The top screenshot shows the 'Start New Application' form, which includes fields for Facility, Consent (with a checkbox and a link to a PDF form), SSN, and Date of Birth. A red box highlights the form, and a red arrow points to a 'Switch to Contracted Staff' link. The bottom screenshot shows the 'Start Contracted Staff Application' form, which includes fields for Facility, Confirmation ID, and Date of Birth. A red box highlights the form.

3. Enter the applicant's confirmation ID and date of birth that has been obtained from staffing agency/contractor.
 4. Complete the registry checks and make your preliminary hiring decision.
 5. You will be provided with the eligibility determination letter containing your facility/agency name at this time.
 6. Make your final hiring decision.
- To obtain shared eligibility results from another WBC license account, for an employee fingerprinted under the WBC program in the last 12 months. Note that fingerprinting for any other purpose such as licensure, health professions, or education, cannot be used for health facilities purposes per the Federal Bureau of Investigation criteria.
1. Click on New Application to begin the background check process.
 2. Complete the registry checks review screen and make your preliminary hiring decision. This is required as registry check information is not included in Rapbacks.
 3. If a shared eligibility determination is available, the WBC system will provide an Is Eligible determination letter and prompt the provider to make a final hiring decision. If the WBC system does not provide a letter and prompts the provider to schedule a fingerprinting appointment, a shared eligibility result is not available, and a new printing must occur.
 4. Make your final hiring decision.

Confirming Compliance with MCL 333.20173a.

When the facility has identified primary and secondary users, addressed alerts, and verified active applications; the facility will want to compile a list of all employed and contracted staff, and

individuals with clinical privileges with direct access to residents or who are providing direct services to residents. This list should be compared to the active applications to ensure that no individuals are missing from the WBC account.

If there is more than one licensed nursing home or licensed home for the aged on the same campus, this will need to be completed for each licensed facility.

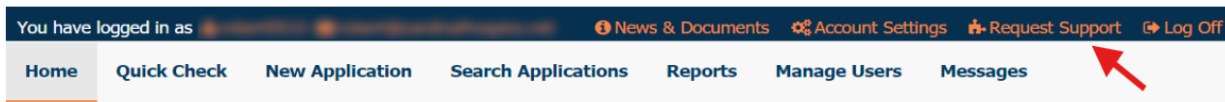
If a provider finds that more than 30 employees need to be fingerprinted, Idemia does offer the ability to provide mobile fingerprinting clinics. To learn more about this option, please email Idemia at statemobileservices@us.idemia.com.

For complete guidance on the WBC process, please review the resources on the WBC website at:

<https://miltcpartnership.org/longtermcareportal?r=1>

For assistance with specific questions about the WBC process:

- From within the WBC system, submit the question through the Request Support feature:



- From the WBC website, submit the question through the Contact Us feature:

<https://miltcpartnership.org/longtermcareportal/home/supportservices>

- To leave a voicemail message for the WBC section:

Phone – Nursing Homes: 877-718-5547
Phone – Homes for the Aged: 877-718-5542

- To reach the Long-Term-Care State Licensing Section:

Phone: 877-458-2757
Email: LARA-BCHS-LTCSLS@michigan.gov