

Live Scan Frequently Asked Questions

1.	<p>Who does CCC offer Live Scan fingerprinting services to?</p> <p>CCC provides Live Scan fingerprinting services to employees and applicants of Early Childhood and School Age Providers/Programs that are required to have Level II background checks. The screening includes the following Florida Statutes regulated through the Department of Children and Families.</p> <table border="1" data-bbox="321 426 1469 1100"> <thead> <tr> <th data-bbox="321 426 560 527">STATUTORY REFERENCE (F.S.)</th> <th data-bbox="565 426 846 527">REGULATORY AGENCY</th> <th data-bbox="850 426 1469 527">GROUPS SUBJECT TO CHECK</th> </tr> </thead> <tbody> <tr> <td data-bbox="321 533 560 653">402, 409, 435.04</td> <td data-bbox="565 533 846 653">Dept. of Children and Families (DCF)</td> <td data-bbox="850 533 1469 653">Child care facility, family day care home, family foster home, residential child caring agency, child placing agency, summer or recreation camp owners and operators</td> </tr> <tr> <td data-bbox="321 659 560 779">394, 435.04</td> <td data-bbox="565 659 846 779">DCF</td> <td data-bbox="850 659 1469 779">As above plus “mental health facilities and programs providing care for children – directors, professional clinicians, staff members and volunteers”</td> </tr> <tr> <td data-bbox="321 785 560 905">393, 435.04</td> <td data-bbox="565 785 846 905">DCF, Agency for Persons with Disabilities (APD)</td> <td data-bbox="850 785 1469 905">As above plus “day care or residential caretakers providing treatment to retarded or developmentally disabled individuals (children or adults)”</td> </tr> <tr> <td data-bbox="321 911 560 1031">397, 435.04</td> <td data-bbox="565 911 846 1031">DCF</td> <td data-bbox="850 911 1469 1031">As above plus “treatment resource personnel including program directors, staff volunteers and foster parents providing alcohol/drug abuse treatment for minors”</td> </tr> <tr> <td data-bbox="321 1037 560 1100">39.0138, 435.04</td> <td data-bbox="565 1037 846 1100">DCF</td> <td data-bbox="850 1037 1469 1100">As above plus “persons considered for placement of dependent children”</td> </tr> </tbody> </table>	STATUTORY REFERENCE (F.S.)	REGULATORY AGENCY	GROUPS SUBJECT TO CHECK	402, 409, 435.04	Dept. of Children and Families (DCF)	Child care facility, family day care home, family foster home, residential child caring agency, child placing agency, summer or recreation camp owners and operators	394, 435.04	DCF	As above plus “mental health facilities and programs providing care for children – directors, professional clinicians, staff members and volunteers”	393, 435.04	DCF, Agency for Persons with Disabilities (APD)	As above plus “day care or residential caretakers providing treatment to retarded or developmentally disabled individuals (children or adults)”	397, 435.04	DCF	As above plus “treatment resource personnel including program directors, staff volunteers and foster parents providing alcohol/drug abuse treatment for minors”	39.0138, 435.04	DCF	As above plus “persons considered for placement of dependent children”
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2.	<p>What is the cost of Live Scan and what form of payment is accepted?</p> <p>The cost of Live Scan is \$42.00. Payment is only accepted in advance through Pay Pal using a credit or debit card. Cash, money orders or checks will not be accepted as forms of payment. Pay Pal will be the last step in the appointment scheduling process.</p>																		
3.	<p>Do I need to schedule an appointment for Live Scan?</p> <p>Yes, Live Scan services are by appointment only. Walk-ins will not be accepted.</p>																		
4.	<p>How do I schedule a Live Scan appointment?</p> <p>You will need to schedule an appointment online. When you register, <u>we recommend that you choose a password so that for any future transactions you are able to log in as a Returning Customer.</u> If you do not choose a password during registration, one will be emailed to you, as long as a valid email is provided during the registration process.</p> <p>Once you submit your appointment request you will get an appointment confirmation. An email confirmation will also be sent to the email address you provide during the registration process.</p> <p>In order to pay for your appointment using Pay Pal, click the Pay Pal / Buy Now button. Pay Pal accepts debit or credit cards as payment. If you need a receipt of payment for your records please click the Print Receipt link on the left. <u>Please note that your appointment</u></p>																		

	<p>will not be confirmed until payment has been made.</p> <p>Click the following link to schedule your Live Scan appointment https://instant-scheduling.com</p>
5.	<p>What information will I need to complete Live Scan fingerprinting?</p> <p>The FDLE and DCF require the following information to conduct a state and federal background check:</p> <p>Name Alias / Maiden Name Social Security Number Date of Birth Place of Birth Country of Citizenship Home Address Gender Race Eye Color Hair Color Height Weight OCA #</p> <p>Please complete the Live Scan Application (we need a link to the application here) and bring a copy with you to your scheduled appointment. This will save time and simplify the process.</p>
6.	<p>What is an OCA number and why do I need one to be fingerprinted?</p> <p>In order to be fingerprinted using the Live Scan system, a valid OCA # will be required. An OCA (Originating Agency Case number) is a DCF-issued tracking number that identifies who is requesting the background screening. Live Scan fingerprints cannot be processed without this number. The OCA # is typically 9-digits long, beginning with the 2-digit Circuit Number, followed by the 6-digit OCA and ending in the letter “Z.” Please obtain this number from the agency, employer, childcare provider or daycare facility requesting your background screening and bring it with you to your scheduled appointment.</p> <p>Please also verify in advance that the OCA # is registered for electronic fingerprinting. If the employer needs to register their OCA #, please ask them to contact the local DCF background screening office at (813) 558-1069 or (813) 558-1070.</p>
7.	<p>If I need to be screened for a Family Child Care home, what OCA # do I use?</p> <p>If you are being screened for a Family Child Care Home, please contact the Pinellas County License Board’s Child Care Licensing Program at (727) 507-4857 for the correct OCA #. Please remember to bring this number with you to your scheduled appointment. Live Scan fingerprints cannot be processed without this number.</p>

8.	<p>How do I know my personal information will be protected?</p> <p>CCC is committed to protecting the information we obtain from our clients and their applicants and employees.</p> <p>Privacy Policy (link to policy?)</p>
9.	<p>Where do I report for my Live Scan appointment?</p> <p>Coordinated Child Care of Pinellas, Inc. 10601 Belcher Road South Largo, Florida 33777</p> <p>Get Directions to our Office (Link to Map Quest, Expedia or Google Maps)</p>
10.	<p>What do I need to bring to my Live Scan appointment?</p> <p>You will need to bring the following:</p> <ol style="list-style-type: none"> 1.) The completed Live Scan Application (link to application here) 2.) The OCA # of the childcare provider or daycare facility requesting the background screening 3.) A valid ID, such as driver's license or state/government issued ID card
11.	<p>How can I reschedule my appointment?</p> <p>We require a 24-hour cancellation notice. Using the email address and password selected during appointment registration, please log back into your account at https://instant-scheduling.com/</p> <p>On the Welcome tab of your account, click the link under Cancel / Reschedule Appointments. This will take you to the Appointments tab of your account. At the bottom of the page, click the link that shows the date and time of your upcoming appointment. You will have two options – cancel the appointment or reschedule the appointment. You will receive a confirmation if the appointment has been cancelled. If you choose to reschedule, you will be directed back into the appointment scheduler to choose a new convenient date and time for your appointment. Please click the Confirm Rescheduling button. You will receive a message that your appointment has been successfully rescheduled.</p>
12.	<p>What should I do if I miss my scheduled appointment?</p> <p>We require a 24-hour cancellation notice. If you miss your appointment or cancel your scheduled appointment with less than 24 hours notice, a refund in the amount of \$27.25 will be credited to your original form of payment.</p>
13.	<p>What makes Live Scan different from hard copy prints?</p> <p>Live Scan fingerprints are captured electronically, providing a cleaner and more accurate print than ink and paper. Because they are also submitted electronically, background results are returned within days rather than weeks. By 2012, amendments to state law will require all fingerprints to be processed electronically, making hard copy prints obsolete.</p>

14.	<p>How long does it take to get the results?</p> <p>Background screening results are generally returned via email by DCF within 5 days after electronic fingerprint submission. Please see the DCF website at http://www.dcf.state.fl.us/admin/backgroundscreening/ for more information.</p>
15.	<p>How does the employer obtain the results?</p> <p>DCF will return the background screening results via email to the contact person associated with the OCA #. Please verify with the agency, employer, childcare provider or daycare facility requesting your background screening that the DCF has a valid email address on file for that OCA. If the employer has questions, please ask them to contact the local DCF background screening office at (813) 558-1069 or (813) 558-1070.</p>
16.	<p>What happens if my fingerprints can't be processed by the Department of Children and Families?</p> <p>You or the employer requesting your background screening will have to schedule another appointment by contacting our Live Scan fingerprinting unit at (727) 547-4236. There is no cost for this appointment; however you will need to provide the TCR #. The TCR # (Transaction Control Record Number) is issued by the DCF and typically begins with the letter "E" and is 20-digits long. This number is required and indicates that the fingerprints are being submitted a second time. Please obtain the TCR # from the childcare provider or daycare facility requesting your background screening.</p>
17.	<p>May I begin working for a childcare provider or daycare facility before my results have been returned?</p> <p>Amendments to state law effective August 1, 2010, require that applicants obtain Level II screening <u>before</u> they begin working directly with children. Please see the DCF website at http://www.dcf.state.fl.us/admin/backgroundscreening/ for more information on Level II screening requirements.</p>
18.	<p>I have been fingerprinted before. May I use these results?</p> <p>Background screening results are generally not transferable. The prospective employer may require that you obtain current background screening results through fingerprinting. Live Scan will quicken the process.</p>
19.	<p>What if I still have questions?</p> <p>Please contact CCC's Live Scan fingerprinting unit at (727) 547-4236.</p>