

EEC's Background Record Check (BRC) Process For Residential and Placement Programs

Overview

This document describes EEC's background record check (BRC) process for potential new hires and existing employees (known as "candidates") of Residential and Placement Programs.

Step 1: Start by getting the candidate's consent

Consent from the candidate is required by law before the BRC process can begin.

- You will need to provide the candidate with an EEC BRC consent form. This can be done either electronically or in paper format.
- Once the consent form is signed, enter the form's information into the EEC BRC Program Portal.

TIP: To avoid issues, please confirm the name used on the consent form exactly matches the name on the candidate's photo ID.

Step 2: EEC sends an email to the candidate explaining how and where to get fingerprinted

This email is sent immediately after consent is received. A copy of this email can be found in the candidate document section of the BRC Program Portal.

- Look out for the email that comes from the EEC Background Check Unit <noreply@notice.mass.gov>
- You can find all [fingerprinting locations here](#).

TIP: Make sure candidates are on the lookout for this e-mail. The BRC process cannot start until fingerprinting is completed.

Step 3: EEC runs the BRC

The BRC consists of Massachusetts and out-of-state criminal, sex offender, and child welfare agency checks.

TIP: Potentially disqualifying offenses can include pending cases, non-convictions, such as continuances without a finding, and juvenile and sealed offenses.

Step 4: Initial screening of BRC results

EEC will first screen the BRC results.

- If the candidate's BRC is CLEAR, nothing more is required from the candidate. *Go to Step 8.*
- If the BRC includes a potentially disqualifying offense, additional review will be required.

Step 5: BRCs that require additional review

- Candidates with potentially disqualifying offenses will get an [email](#) that contains instructions to create an account on the BRC Applicant Portal where their [BRC results](#) are available. They will have an opportunity to request that EEC take a closer look at their situation.
- The candidate is given 21 days from when the email is sent by EEC to request a review.
- If EEC does not receive a response from the candidate after 21 days, EEC will issue a negative suitability determination. *Go to step 8.*

TIP: Providers will not receive notification of the opportunity to request an additional review.

Step 6: Candidate's request for review

Candidates requesting a review must submit a [signed application](#) (including a candidate statement, which offers an opportunity for candidates to share why they are qualified to work with children and provide any context on BRC findings) through the BRC Applicant Portal.

- The e-mail noted in Step 5 will explain how to set up an account in the BRC Applicant Portal and upload information to that account.
- The candidate is strongly encouraged to provide supporting documentation in their review application (e.g., police reports, references, rehabilitation efforts, and any other supporting information). This will make the review process move faster.

Step 7: EEC's In-Depth Review

EEC will review the application, the candidate statement, and any supporting documentation. EEC will then issue its suitability determination. Reviews are generally completed in the order they are received.

TIP: EEC's review will take longer if additional documentation is requested. EEC will contact the candidate directly by email or phone if more information is needed.

Step 8: Notification to candidate and on the BRC Program Portal

When EEC issues its suitability determination, the candidate will be notified by email. The BRC Program Portal will be updated and a letter with the determination will be available in the candidate's document section.

- If the candidate is [found suitable](#) the hiring process can go forward. Please make sure to update the BRC Program Portal with your hiring decision (e.g. Hired, Retained Employment).
- If the candidate is [found not suitable](#), the hiring process cannot go forward. The candidate will be informed of available appeal rights. Please make sure to take the appropriate hiring action in the BRC Program Portal (e.g. Not Hired, End Employment).

Important Items to Note

- Programs are encouraged to check the BRC Program Portal system frequently as a candidate's status will change as it moves through the BRC process.
- Programs cannot hire a candidate unless they have received a positive suitability determination.

Questions? Please call EEC's Contact Center at 617-988-7841