



DDS National Background Check Unit

Advisory Notice & Updates - May 18, 2022

The Department of Developmental Services (DDS) – National Background Check Unit (NBCU) is issuing this advisory to provide information on case creation and fingerprint appointment scheduling so that agency providers may complete their statutorily-required national background checks promptly and efficiently.

- **Conditional Employment:** In accordance with *115 CMR 12.00*, CORI-cleared individuals with a scheduled fingerprint appointment are eligible for conditional employee status; however, no person hired as a conditional employee may be retained in such capacity for longer than 60 days. Please note, cases created in the DDS Background Check System that have had no activity for 60 days following case creation will be subject to withdrawal.
- **Candidate Withdrawal:** If a Candidate or prospective employee of your agency does not wish to proceed in the hiring process or your agency otherwise chooses not to hire a Candidate, please contact the DDS NBCU by email so that the Candidate's case may be withdrawn. This will help ensure the timely processing of Candidates that are still being considered.
- **Candidate Contact Information:** Cases created in the Background Check System must include a valid email address for the Candidate and cannot be the email address of the Hiring Authority/User. A valid Candidate email address is required so that DDS may securely communicate with the Candidate in compliance with Federal regulations. Valid Candidate contact information in the Background Check System and when scheduling a fingerprint appointment will also ensure each applicant is properly notified by IdentoGO either by email or telephone in the event a fingerprint appointment needs to be rescheduled. Please ensure applicants check their email, spam folders, and voicemail messages. Voicemail messages cannot be left by IdentoGO or the NBCU if no voicemail has been set-up or if voicemail is full. All contact information for Candidates referred for a DDS Fingerprint-based Background Check must be specific to them.
- **IdentoGO EPay Options:** Effective June 1, 2022, IdentoGO will no longer accept credit card payments online when scheduling fingerprint appointments and all credit card payments must be made onsite at the time of the fingerprinting scan. For additional information on payment options from IdentoGO, please [click here](#).

For more information or questions about these or other changes to the Background Check System, please contact the [DDS National Background Check Unit](#).

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