



The Commonwealth of Massachusetts

Department of Early Education and Care

Policy	
Abandoned or Incomplete BRC Request Removals	Field Operations – All Licensed and Funded Programs
Effective Date: October 1, 2023	

The Department of Early Education and Care (EEC) has established the following policy regarding the removal of abandoned or incomplete Background Record Check (BRC) requests from the BRC Navigator Program Portal to ensure that the list of pending BRC applicants is current and that EEC does not run background record checks on candidates who are fingerprinted after their BRC consent form expires.

Currently, programs do not have the ability to cancel or remove a BRC request once it is submitted in the BRC Navigator Program Portal. BRC staff cannot continue the BRC process for un-fingerprinted candidates, so these BRCs become indefinitely abandoned or incomplete requests in the BRC Navigator Program Portal.

EEC will remove abandoned or incomplete BRC requests from the BRC Navigator Program Portal after four months.

- This will only affect new candidates with BRC requests:
 - that are over four months old, and
 - where the candidate did not schedule a fingerprint appointment or provide fingerprints.

This policy does not impact BRC renewal applications for existing program staff at this time.

Questions and Answers about Abandoned or Incomplete BRC Request Removals

Q. What does it mean for a BRC request to be removed? Is a suitability determination made?

A. No suitability determination is made when a BRC request is removed for the reasons stated in this policy. The BRC request is simply removed from the Applicant tab of the BRC Navigator Program Portal.

Q. Will BRC requests for renewal applications be removed?

A. BRC request removals will only affect new candidates. BRC renewal applications for existing program staff will not be affected at this time.

Q. What if a candidate has had issues getting fingerprinted (e.g., issues with IdentoGO)?

A. If a candidate is currently in contact with EEC about an issue that has prevented them from getting fingerprinted, their BRC request will not be removed. Additionally, if a candidate has a fingerprint appointment scheduled at a future date, their BRC request will not be removed.

If a current candidate is experiencing challenges getting fingerprinted, they should call the EEC Contact Center at 617-988-7841.

Q. What happens if a candidate with a removed BRC is still interested in employment?

A. If any candidate wishes to continue the BRC process after their abandoned or incomplete request is removed, they can do so by submitting a new BRC request. Programs will need to obtain a new, signed consent form from the candidate who they wish to re-enter. The candidate will need to be entered into the BRC Navigator Program Portal as a *New Submission* for their program. The candidate's name must be entered exactly as it appears on their photo identification.