POLICY RESOURCES

Policy: Closing Abandoned Requests in BRC Manager
Effective Date: February 1, 2024
Policy link: https://www.mass.gov/doc/eec-closing-abandoned-requests-in-brc-manager-policy-documentenglish/download

If you or your staff have questions about this policy or need additional support, please contact the EEC Contact Center at 617-988-7841.

Questions and Answers about Abandoned or Incomplete BRC Requests

1. What does it mean for a BRC request to be closed? Is a suitability determination made?
No suitability determination is made when a BRC request is closed for the reasons stated in this policy. The BRC request is simply closed in the BRC Manager system.

2. Will BRC requests for conditional and renewal applications be closed?
Yes. Closure of BRC requests will affect existing candidates in conditional and/or renewal status if they fail to get fingerprinted within 120 days.

3. What if a candidate has had issues getting fingerprinted (e.g., issues with IdentoGO)?
If a candidate is currently in contact with EEC about an issue that has prevented them from getting fingerprinted within 120 days, their BRC request will not be closed. Additionally, if a candidate has a fingerprint appointment scheduled for a future date, their BRC request will not be closed. If a candidate is experiencing challenges getting fingerprinted, they should call the EEC Contact Center at 617-988-7841.

4: What if a candidate whose BRC is closed is currently working in a program?
A candidate currently working in a program whose BRC request is closed must be removed from their current program within 14 days. No candidate with an incomplete or closed BRC can work in a program until they are found Suitable.

5. What if a candidate with a closed BRC is still interested in employment?
If a candidate wishes to continue the BRC process after their abandoned request is closed, the program can submit a new, signed consent form from the candidate. The candidate will need to be entered into the BRC Navigator Program Portal as a "New Submission" for the program. The candidate's name must be entered exactly as it appears on their photo identification.

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