



## POLICY ADVISORY

**Policy Title:** Abandoned or Incomplete BRC Request Removals (2025)  
**Policy Number:** BRC-25-01  
**Release Date:** 3/5/2025  
**Effective Date:** 3/5/2025  
**Policy Link:** <https://www.mass.gov/doc/eeebrc-25-01abandoned-or-incomplete-brc-requestpolicy25/download>

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## OVERVIEW

The Department of Early Education and Care (EEC) establishes 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.

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

This policy is being amended to now include ALL candidates (New, Renewal and Resubmissions) with BRC requests:

- that are over forty-five (45) days old, and
- where the candidate did not schedule a fingerprint appointment or provide fingerprints.

## APPLICABILITY

All Licensed, Funded and Affiliated Programs.

## KEY UPDATES

- The 2024 Abandoned or Incomplete BRC Request Removals policy applies only to new candidates in the BRC Navigator system. This update amends the policy to include candidates that are already working in programs.

- External programs must be made aware that candidates that currently exist will now be cancelled as well. Such candidates will need to restart the background record check process if they wish to continue the hiring process and follow EEC regulations regarding expired background record checks.

## **OBSOLETE**

Abandoned or Incomplete BRC Request Removals (2024).

## **FREQUENTLY ASKED QUESTIONS**

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

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.

**2. Will BRC requests for renewal and resubmission applications be removed?**

Yes, the revised policy now includes any current existing employees as well as any new candidates.

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

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.

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

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's name must be entered exactly as it appears on their photo identification.

The candidate will need to be entered into one of the following:

- BRC Navigator Program Portal (considered as a New Submission for their program)
- LEAD Portal (if it's a Family Child Care applicant or Licensee for the program)