Ohio | Department of Developmental Disabilities

Mike DeWine, Governor
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ARCS and Rapback
Frequently Asked Questions

Question 1: **What is the difference between the Automated Registry Check System (ARCS) and Rapback?**

Answer: ARCS and Rapback are two completely different systems which perform two different types of checks.

ARCS: ARCS is Ohio's program that allows employers to complete the seven database checks required by rule 5123-2-02 (*Background Investigations for Employment*). Instead of going to a website for each of the seven databases, an employer can use ARCS to check all seven databases at one time.

Rapback: Rapback is a continuous search and reporting system for Ohio arrests and Ohio convictions through the Bureau of Criminal Identification and Investigation (BCII) in the Office of the Attorney General. Rapback provides notification of subsequent criminal activity after an initial BCII criminal records check and enrollment in Rapback.

Information about ARCS and Rapback is available at the Ohio Department of Developmental Disabilities (DODD) website. Click on the tab for "Providers." From there, click on "Background Checks" for instructions on how to enroll.

Question 2: **How often does ARCS run checks?**

Answer: Once a person is enrolled in ARCS, ARCS will continually check the person's name against all seven databases. If a person's name later appears in one of the databases, ARCS will send the employer an alert so that the employer can confirm whether the name appearing in the database is in fact an employee. On the 12-month anniversary of the date an employee was enrolled in ARCS, the employer will receive an email notice from the Ohio Department of Medicaid (ODM) with the subject "ODM Notification: Employment Verification." The email will state that employment verification dates are monitored by ODM Automated Registry Check System and that the listed employees have a verification date that is approaching or beyond 12 months. The employer will be directed to go to ARCS and update the employment status of each person listed in the email. If the person is no longer employed, the employer is to provide the date the person's employment ended. If the person is still employed, the employer is to update the person's verification date. The purpose of the employment verification function is to ensure that ARCS includes only current employees for the database rechecks. Employment verification is a tool that reminds an employer once a year to verify that each person is still employed.

Question 3: **Does Rapback check Federal Bureau of Investigation (FBI) records or out-of-state arrests and convictions?**

Answer: No; Rapback does not check FBI records nor out-of-state arrests or convictions.

Question 4: **Is an employee's enrollment in Rapback automatic?**

Answer: No; enrollment is not automatic. To enroll employees in Rapback, the employee must have had a criminal records check from BCII within the last 12 months. The employer must:

(1) Complete an application to participate in Rapback;

(2) Enroll its employees in Rapback; and

(3) Pay an annual fee of $5 for each employee enrolled in Rapback.

Once an employee is enrolled in Rapback, BCII stores fingerprints captured as part of the original criminal records check and searches the prints against all new criminal prints submitted to BCII on a daily basis. When a match is found, BCII provides the rap sheet information to the employer to determine the person's eligibility for continued employment.

Question 5: **How does an employer disenroll an employee from Rapback?**

Answer: Within Rapback, go to "Enrollment" and click on "Disassociate Enrollee." Enter the Authentication Number (unique number assigned to each person with a fingerprint submission). If you do not have the Authentication Number, you can:

Search for the employee under "Manage Enrollees" to obtain the Authentication Number; or

Run a report of all enrollees to obtain the Authentication Number; or

Click on "Forgot Authentication Number" and enter the first name, last name, and last five digits of the person's Social Security Number and click "Search."

If a match is found, the system will display the name associated with the Authentication Number. If the name and Authentication Number match that of your employee, click "disenroll." If you have a problem disenrolling a person from

Rapback, it may be due to entering the person's name differently from how it was entered at the time of enrollment. For example, if the name "Catherine Smith" was enrolled, you cannot enter "Cathy Smith" to disenroll the person. BCII suggests that you run a report of your enrolled employees in order to get the names exactly as they were entered when enrolled. Every employer should periodically check its list of enrolled employees to make sure the list is up to date.

Question 6: **After a criminal background check is completed by BCII for a new employee, how long does the employer have to enroll the employee in Rapback?**

Answer: An employer is required to enroll an employee in Rapback within 14 calendar days of receiving the employee's criminal records check from BCII or within 14 calendar days of the employee's date of hire, whichever is later.

Question 7: **There is confusion regarding the process for larger agencies that have regional offices. Some agencies are being told that they need to do separate enrollments for each office (which means going through the process numerous times); some agencies are being told that they only need one enrollment for the entire agency and should just pick one of their Medicaid numbers. Obviously, we would prefer the latter option.**

Answer: It is up to the agency to determine if it wants one account for the entire agency, or if it wants each regional office that has a separate Medicaid number to have its own account. An agency may select one Medicaid number and create one administrator account. After the administrator account is set up, the agency can add its regional offices as users on the account. If an agency chooses to have just one account, while it can add as many people as it wants to receive notifications about hits, everyone will receive all notifications. So, if an agency does not want the staff of one branch receiving notifications for hits on employees of the other branches, the agency will need separate accounts, which may be set up by each regional office's Medicaid number. See Question 8 for a related question concerning multiple locations using only one Webcheck account.

Question 8: **My office uses Webcheck. We have a machine in our office but we share a Webcheck billing account with an office in another city (both Webcheck machines are listed under a single account number with BCII). Since the other office signed up first, when we completed the enrollment form for Rapback and entered the billing number for our Webcheck machine, we were not allowed to use the same number.**

Answer: BCII considers this one account. You tried to enroll in Rapback as a separate account (from your sister office) and provided the Webcheck billing account number assigned to your sister office. Your enrollment was declined because the billing number is currently assigned to another account, your sister office. BCII's system does not allow multiple agencies to be billed to one agency account number. Per BCII, your options are to:
Be added to the already existing Rapback account as a User and have all the employees from the two offices on the one account; or
Fill out an application for Rapback and do not enter the billing number already in use. BCII's Finance Department will assign you a new billing number. Each billing number will have its own invoice.

Question 9: **During compliance reviews, what type of documentation do you want to see as proof of Rapback enrollment? The printouts from the Attorney General's Office do not provide much information.**

Answer: Rapback is designed to run a number of reports. It can run a report listing all employees that have been enrolled in Rapback. It can run a report on every "hit" (arrest or conviction) received, including everyone enrolled that has received a hit, who received the hit report, and who viewed the hit report. Rapback also allows you to download and save the information in the hit report. The report can cover various time spans. You should be prepared to run any of these types of reports for compliance reviews.

Question 10: **Some providers have encountered difficulty trying to enroll employees in Rapback (e.g., the system indicates a background check has not been done in the past 12 months or the background check results are sent without the letterhead sheet which includes the Authentication Number). When providers click the "Forgot Authentication Number" button, it does not work consistently. When it does work, the provider is given an Authentication Number, but it does not indicate if the specific agency is associated with that Authentication Number.**

Answer: An FBI background check Authentication Number cannot be used to enroll an employee in Rapback. If the Authentication Number the employer is using is from a BCII Ohio background check completed within the past 12 months and the "Forgot Authentication Number" feature does not work, the employer should contact the Civilian Identification Department at 877-224-0043, explain that it is trying to enter an employee in Rapback, and are in need of the Authentication Number **from the last background check submitted by the employer. If the employer has not submitted an Ohio background check within the last year, it will not be able to get an Authentication Number.** It does not matter if the Authentication Number you are enrolling an employee under is from your last background check; what matters is that you have a background check on file that is less than one year old when enrolling an employee in Rapback.

Question 11: We have several staff who have repeatedly been unable to have their fingerprints read electronically. Ink and paper cards can be done but the Webcheck software/hardware is unable to read the prints. Since Rapback requires electronic prints, what does DODD want us to do?

Answer: Employees whose initial BCII criminal records check was based on ink and paper card fingerprints can be enrolled in Rapback. If, however, the initial criminal records check result is based on a name only search (meaning fingerprints could not be obtained in any form), the employee cannot be enrolled in Rapback. The employer will receive a background check result titled "Name Search" which will serve as documentation that the employee cannot be enrolled in Rapback.

When an employer is notified by BCII that an employee cannot be enrolled in Rapback, the employer is required to request a BCII criminal records check of the employee at least once every five years. The employer is also required to request an FBI criminal records check every five years if the employee cannot present proof of having been a resident of Ohio for the past five years.

Question 12: If I enroll my employees in Rapback, am I still required to obtain an FBI criminal records check on an employee who has not been a resident of Ohio for the past five years?

Answer: Yes; at least once every five years, the employer is required to request an FBI criminal records check for any employee who cannot present proof of having been a resident of Ohio for the past five years.