

TRAINING MANUAL FOR CRIMS

BCU began the implementation of Criminal Records Information Management System (CRIMS) 11/2011. As a new data system, it is evolving rapidly. Please eSubscribe to BCU's website to receive CRIMS updates. If this manual does not answer your questions, please contact BCU as there may be new information.

CRIMS USERS

People who can have access to CRIMS are called Users. There are several types of Users. Users for Oregon providers (programs, branches, facilities, etc.) may create and see records for SIs associated with their QE(s).

- QED: A qualified entity designee (QED) can search CRIMS for SIs, enter new background check requests, resubmit new background check requests on existing SIs, see pending background check requests, and recently completed background checks. If the SI discloses no adverse criminal history within the past five (5) years, the QED may hire on a preliminary basis.
- QEI: A qualified entity initiator (QEI) is a branch staff or a licensed provider who is authorized to enter SI data into CRIMS. A QEI may "create new" background check requests, but may not search for SIs, see the SI Summary page, or see pending or recently completed requests.

FIRST TIME LOG IN TO CRIMS

1. Within one week of your "go-live" date, CRIMS will send you an e-mail titled "CRIMS User Approval" or "CRIMS Password reset" which will provide you with the CRIMS Web address and a temporary password. Note: **You will need to allow links for this email. If your email shows there are attachments, disregard them.** Depending on your e-mail

server and how your e-mail account is configured you may get blocked images or you may not be able to use links embedded in the e-mail. You may disregard any blocked images, but allow the links to work—the link to the CRIMS login page included in the e-mail is the following:

<https://crims.oregon.gov/CRIMS/>

2. Depending on the e-mail received, you may only have 24 hours to log in to CRIMS. Follow the timeline in the e-mail and try to log in as soon as possible.
3. Click on the CRIMS link in the e-mail. If the log-in screen does not automatically appear, open a new tab and copy and paste the CRIMS Web address into the address window of your Web browser.
4. Your user name is your e-mail address that you provided when becoming a QED. For those QEDs with group e-mail for background check request purposes, use your personal e-mail account as your user name (Note: if you have a work e-mail account that is designated specifically to you, that is what BCU considers your “personal” e-mail address; e.g., bob@assistedlivingfacility.com).
5. Your password is the temporary password given in the e-mail.
6. Click on “Login.” CRIMS will automatically open the “Initializing your CRIMS Information” screen. Type in the temporary password as the “old” password, and create a new password.
7. Choose 3 security questions and provide answers. If you ever forget your password or have problems logging in, BCU will use this information to verify your identity either when you reset your password or you call BCU for help.
8. Click on “Set Login Credentials.” CRIMS will automatically go to the “Pending Requests” screen. Note: If you have sent paper 301s to BCU since 10/31/2011 and they are still pending, you will see them listed here.



As of the date of this revision, QEIs will see “Access Restriction” instead of the “Pending Requests” screen. QEIs do not have access to the “Pending Requests” screen, but they are still in CRIMS and may still “Create New” requests. This error will be fixed very soon.

9. After your initial log-in, use the CRIMS web address, your e-mail address or user name if assigned and your password.

TO SUBMIT A NEW BACKGROUND CHECK REQUEST

1. Log in to CRIMS.
2. Click on “Create New” from the column on the left.



Before “Create New,” QEDs may want to “Search” for the SI. If your SI is already in CRIMS, you can “resubmit” the SI which could save your data entry: many fields may be already populated. Note: QEIs do not have access to the Search Function.

3. There are three pages in the request process; each is discussed separately below. All required fields have an asterisk in the field label.

Any field whose label is underlined also has a pop-up help feature with information on how to enter data. Access the help pop-ups by left-clicking on the label. Some of the information provided is critical for CRIMS to function as intended. You are strongly encouraged to read the help information for each field at least the first time you enter a request into CRIMS. If you have any questions, contact BCU at (503) 378-5470 or (888) 272-5545 and ask for CRIMS technical assistance.

“Create New Request” page

Most fields are self-explanatory. Here are some details about some of the fields.

Application Type: The application type determines what types of background checks are required (e.g., fingerprint requirements, review for possible convictions under ORS 443.004, type of abuse check completed, etc.). The list of application types you see is determined by the way your agency is licensed or the programs it administers. *Your agency will have a short list of application types from which to choose.* See explanations of all application types in the following table.

Application Type Descriptions

Application Type	QE Types	Position Examples
DD paid 443.004	All DD programs and agencies except DD child foster homes and relative adult foster homes	Any paid staff or contractor providing care, or having access to DD clients, client information, or client funds. AFH licensee, provider, residential manager, caregiver. <i>Note: Anyone who is an AFH provider or licensee MAY NOT be grandfathered under 443.004. Anyone who is an employee may be grandfathered if remaining in the same position</i>
DD Paid--licensed - 443.004	All DD programs and agencies except DD child foster homes and relative adult foster homes	Any paid staff with licensing from an agency or board <u>other than</u> DHS (e.g. registered nurse or CNA licensed by the Oregon Board of Nursing; etc.)
DD Non-paid/volunteer/occupant	All DD programs and agencies except DD child foster homes	AFH household members; RAFH household member; volunteers in any DD program or agency. NON-paid---so ORS 443. 004 does NOT apply.
DD RAFH licensee/paid	DD relative adult foster homes	Licensee of the relative adult foster home (RAFH); RAFH contractor/paid staff; RAFH contractor
DD CFH lic./paid 443.004	DD child foster home	Provider/licensee; alternate caregiver; providers; employees <i>Note: Anyone who is a CFH provider or licensee MAY NOT be grandfathered under 443.004. Anyone who is an employee may be grandfathered if in the same position</i>
DD CFH non-paid	DD child foster home	CFH volunteers; CFH occupants; Frequent visit/regular contact with client residents; NON-paid---so ORS 443. 004 does NOT apply.
SPD direct care/paid - 443.004	1) ALFs/RCFs; staffing agencies 2) AAAs/locally controlled offices and branches (SPD, DSO, SSO) 3) SPD centrally-run programs	1) Owners and all unlicensed staff of ALFs and RCFs; staffing agency unlicensed employees working at ALFs or RCFs 2) AFH licensees; AFH paid staff; HCWs; ICP providers; 3) CIIS providers; MFCS providers <i>Note: "Unlicensed" means NOT licensed by an agency or board other than DHS (e.g. registered nurse or CNA licensed by the Oregon Board of Nursing; etc.)</i>

Application Type	QE Types	Position Examples
SPD Direct care/paid-- licensed 443.004	1) ALFs/RCFs; staffing agencies 2) AAAs/locally controlled offices and branches (SPD, DSO, SSO) 3) SPD centrally-run programs (e.g., CIIS; agencies with SPD contracts)	1) Owners and all staff of assisted living facilities or residential care facilities with licensing from an agency or board <u>other than</u> DHS (e.g. registered nurse or CNA licensed by the Oregon Board of Nursing; etc.); licensed staffing agency employees working in ALFs or RCFs. 2) Any AFH providers, AFH paid staff; or AFH contracted staff—if they have licensing from an agency or board <u>other than</u> DHS (e.g. registered nurse or CNA licensed by the Oregon Board of Nursing; etc.) 3) Nurses with direct contact w/clients
SPD Direct care/paid	1) AAA/locally controlled offices 2) R&B; 3) NFs and ADS 4) SPD RAFHs	1) All AAA or local employees; contractors; ICP representatives 2) Owners; operator; managers of registered room and board facilities 3) Owners and all non-licensed employees of nursing facilities 4) SPD-licensed Relative adult foster home providers and any paid staff in RAFHs
SPD Direct care/paid-- licensed	Nursing facilities; AAA/locally controlled offices; RAFHs	Owners and staff with licensing from an agency or board <u>other than</u> DHS (e.g. registered nurse or CNA licensed by the Oregon Board of Nursing; etc.)
SPD Non-paid volunteer/household	1) AFHs; RAFHs 2) ALFs/RCFs 3) NFs 4) Adult Day Services 5) AAA/locally controlled offices	1) Household members not being paid to provide care; volunteers; 2 & 3) Volunteers; CNA students in training; 4 & 5) Volunteers
PLA staff/volunteers	CAF private licensed child caring agencies	Employees and volunteers of CAF private licensed child caring agencies (PLAs)
PLA SIs in DD CFHs paid 443.004	CAF private licensed child caring agencies	For any PLA child foster, proctor or adoptive homes for DD children
PLA SIs in homes	CAF private licensed child caring agencies	For PLA child foster; child proctor; and child adoptive homes: licensees; staff; volunteers; household members
MH Paid 443.004	1) CMHP/ subcontractors; 2) RTFs	1) All CMHP staff; mental health licensed AFH and RTHs: licensee; res. manager; caregivers; employees; subcontractor employees providing care to mental health clients; PCAs 2) All RTF staff

Application Type	QE Types	Position Examples
MH Paid--licensed - 443.004	1) CMHP/ subcontractors; 2) RTFs	1) Any paid staff or contractors working in CMHPs (or CMHP-monitored programs, such as AFHs) who have licensing from an agency or board <u>other than</u> DHS (e.g. registered nurse or CNA licensed by the Oregon Board of Nursing; etc.) 2) Any paid staff or contractors who have licensing from an agency or board <u>other than</u> DHS (e.g. registered nurse or CNA licensed by the Oregon Board of Nursing; etc.)
MH Nonpaid/volunteers	All mental health programs	volunteers; non-mental health clients who are occupants of AFHs, RTHs or RTFs

Start Date: The “Start Date” must be an exact date, and should be the date the SI starts the position.

- If the SI has yet to begin work, then enter the proposed start date or the first of the next month.
- If the SI has already been hired, or you are doing a re-check on the SI, the start date is the date the SI originally started in the position.

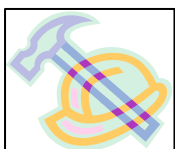
Worksite Location: The Worksite Location will print on any notices generated by CRIMS. The worksite field is large enough to accommodate a full address if you prefer to see such detail in any notice. Some examples you can type into Worksite Location:

- “QE site.” The SI works at your facility only
- “Various.” The SI is a homecare worker working for several clients.
- “Sea Breeze AFH.” The SI is working only at one adult foster home.
- “Various AFHs in District 3.” Even if the background check is being handled through one branch in District 3, the SI will be able to use the results of this background check for any AFH in the district.

Social Security Number: The input of the Social Security Number is voluntary by the SI. Do not enter the number if the SI has not granted you permission.

SI Name fields: LEDS will be run directly from these fields. Only hyphenated last names are allowed. **No other punctuation should be included in first, middle or last names, such as apostrophes or periods.** Suffixes include “Jr” or “Sr” or Roman Numerals (III, IV).

Once you have entered all the information on this page, check your work. After you leave this page you will NOT be able to make any changes.



As of the date of this revision, not all data entered on this page will appear on the SI summary page. Until BCU has this page updated in CRIMS by the programmers, if you want a copy of what has been entered, you will need to copy and paste each page into a Word document.

At the bottom of this page you will choose how to continue:

- a. E-mail to Subject Individual to Finish: If you have entered an email address for the SI, CRIMS will send a special link to the SI to complete the request within 21 days. Once the SI completes the request, the status will show on your Pending list as “Pending QE submission” for you to review before submitting the request for processing. Note: If e-mailed to the SI, you will NOT be able to access the request on the SI’s behalf---only the SI will be able to complete the information via the Web. While the application is pending SI data entry, QEDs will be able to resend the e-mail to the SI (the original e-mail address or a different e-mail address) on the SI Summary page [discussed below].)
- b. Complete Request Now: If you have all the SI information and disclosures to input, click here and you will be able to add the information immediately.
- c. Print Form 301 and Complete Later: CRIMS will generate a PDF document for you to give to the SI to complete by hand. Once you receive the form back, QEDs will be able to pull up the request in CRIMS and complete it.



Note: Some Users are having trouble printing this PDF. It may take 30-45 seconds to appear on your screen. If it does not appear, your computer may be blocking pop-ups—have your local technical support change this. If you still have problems, please alert BCU. You may use the 2nd page of a 301 form until this function problem is resolved.



A QE Initiator should NOT use this print function because they will not be able to return to the request. *If the SI is handwriting their background check disclosures, the QE Initiator should have the SI complete 2nd page of the 301 form before starting data entry.*

- d. **Cancel:** Click here if you do not want to proceed with the request. All the information you have typed will be deleted and not processed.

“SI Request Data Entry” page

At the top of this page, you will see basic identifying information about the SI (based on information entered on the “Create New Request” page).

Complete all required fields and input any disclosed history or explanations provided by the SI. If the SI has aliases, out-of-state residency history or criminal history, additional windows will appear for data entry.



Please note: The SI will need to provide specific dates for residency history or criminal history. If the date is known, you or the SI may round to the first of the month or year (e.g., 12/1/2008 for “December 2008” or 1/1/2002 for “2002”). If the SI is living out of state, the “end date” can be the date the SI or user is completing data entry in CRIMS.

The SI must also give a specific outcome for a crime. If the SI’s response does not fit one of the given options for outcome, choose “Unknown” and provide the SI’s actual response and details in the space provided.

Once you have entered all the information on this page, check your work. After you leave this page you will NOT be able to make any changes.



As of the date of this revision, not all data entered on this page will appear on the SI summary page. If you want a copy of what has been entered, you will need to copy and paste each page into a Word document.

If you have sent an e-mail to the SI to complete this page, you will not see the “SI Request Data Entry” page yourself. But the SI will be able to enter all necessary information for QEDs to view on the “SI Summary” page before submitting the request for processing. The SI does not have access to any other screen or information in CRIMS and the password given to the SI will only allow access for 21 days. If the SI does not provide information online within 21 days, you will need to begin the request process again.

With CRIMS, all the SI’s crimes and explanations may be input completely online. However, if the SI has handwritten or other supporting documents, QEDs will be able to attach them on the “SI Summary” page. Scan the documents at your office and have them available on your computer in PDF format.

“SI Summary” page

This page is only available to QEDs. QEIs do not have access to the SI Summary page.

On this page QEDs will see the summary of the SI’s information for the background check. If the SI has disclosed any residency history or criminal history, you will see it here at the bottom of the page.



As of the date of this revision, not all data entered on the previous screens will appear here

If the SI has disclosed criminal history, determine if the SI has any adverse criminal history which occurred in the last five (5) years.

Adverse criminal history will have one of the following outcomes:

- Pending outcome
- Diversion or conditional discharge
- Convicted
- On probation
- Juvenile adjudication
- Unknown

The following outcomes are not considered adverse:

- No complaint filed
- Dismissed
- Expunged or set aside by court

If the SI has NO **adverse** criminal history, or NO **adverse** criminal history which occurred in the past five (5) years, you may hire the SI on a preliminary basis if your program rules allow it and if you want the SI to begin work, placement, or training.

If the SI has any **adverse** criminal history which occurred in the past five (5) years, you may NOT hire the SI on a preliminary basis.

After reviewing the information on the “SI Summary” page, click on Submit Request. A signature verification screen will open. Review it and complete the required fields to submit the request.

HANDLING PENDING REQUESTS---QEDs only

1. Whenever you log in to CRIMS, the default screen for QEDs will be the list of pending requests for your qualified entity.



Note: Only QEDs can see the “Pending” screen. QEIs cannot access this screen, and will see an “Access Restriction” error if they attempt to go to the screen. The “Access Restriction” error does not log QEIs out, nor interrupt their ability to use CRIMS.

2. Each Request has a status. Some of the statuses you will see are:
 - a. Pending SI Initial Entry: if you have started a request and either sent it to the SI via e-mail to complete or you are going to complete it yourself.
 - i. If you will be completing the request and you click on the SI's name, the "SI Request Data Entry" page will come up for this SI.
 - ii. If you have sent an e-mail to the SI to complete and you click on the SI's name, the "SI Summary" page will come up. If you need to correct the e-mail address or withdraw the request, you may do so here.
 - b. Pending QE Submission to BCU: all data entry for the request has been entered; it is just waiting for you to review it, determine if you will hire on a preliminary basis and submit it for processing. Clicking on the SI name will bring up the "SI Summary" page.
 - c. Pending BCU Initial Processing: you have submitted the request, and it is waiting for initial review by BCU. BCU staff will run any records that are necessary, depending on the request type.
 - d. Fingerprints Required: due to the initial background check or to program rules, the SI must submit fingerprints for the request to proceed. It will remain in this status while waiting for fingerprint cards or waiting for the results from the Oregon State Police or FBI.
 - e. Pending More Info: if BCU staff request further information (e.g., from the SI or from courts), this status will remain in place until:
 - i. The request is closed (due to non-participation of the SI or your withdrawal of the request), or
 - ii. The file is ready for a final fitness determination (all research materials have been received).
 - f. Pending BCU final FD: the background check request is queued for BCU fitness determination specialists to make the final fitness determination.

FITNESS DETERMINATIONS AND NOTICES

BCU makes final fitness determination: Once BCU makes the final fitness determination, you will receive an e-mail notification of the decision.

If the final fitness determination is "approved," provide a copy of the e-mail notice to the SI.

If the final fitness determination is “restricted approval” or “denied,” CRIMS will send you a notification of the decision and send a final notice of fitness determination to the SI with information on reasons for the decision and hearing rights.



The e-mails to you and to the SI will have the usual e-mail headers above the BCU letterhead. Due to the vast number of e-mail programs, there is no way to easily format the notices to meet your preferences. If you want to copy and paste the letterhead and letter into Word to print you may do so.

***As of the date of this revision, the e-mail you or the SI receives may have attachments; these are only due to the BCU letterhead (the DHS and OHA logos) and it is not necessary to open them.*

OTHER CRIMS FUNCTIONS

1. QEDs may choose the “Search” screen from any main CRIMS page. You can choose one or a combination of several criteria to make your search.
2. Any requests which have been completed in the last two weeks (e.g., a final fitness determination by you or BCU; a case that has been withdrawn), can be found using the “Recently Completed” link.
3. The “Training” link will take you to the BCU website/CRIMS page. Use your return/back button on your browser toolbar to return to CRIMS.
4. The “Contact Us” link sends you to the BCU contact information. Use your return/back button on your browser toolbar to return to CRIMS.
5. The “Edit Your Account” link will allow you to change your password and security information, as well as basic information. If you change your e-mail address, the previous address will remain as your user name unless you contact BCU at bcu.info@state.or.us.

Glossary of Abbreviations Used in the Training Manual for CRIMS

AAA: Area Agency on Aging
AFH: Adult Foster Home
ALF: Assisted Living Facility
CAF: Children, Adults, and Families Division of DHS
CFH: Child Foster Home
CIIS: Children’s Intensive In-Home Services
CMHP: Community Mental Health Program
CRIMS: Criminal Records Information Management System
DD: Developmental Disabilities
DHS: Department of Human Services
HCW: Homecare Worker
ICP: Independent Choices Provider
MFCS: Medically Fragile Children Services
MH: Mental Health
NF: Nursing Facility
OHA: Oregon Health Authority
QE: Qualified Entity
QED: Qualified Entity Designee
QEI: Qualified Entity Initiator
R&B: Room & Board Facility
RAFH: Relative Adult Foster Home
RTF: Residential Treatment Facility
RTH: Residential Treatment Home
SPD: Seniors and People with Disabilities Division of DHS