

Delays in Receipt of Fingerprint Information

Due to a change of California Department of Justice (DOJ)'s process, in many instances, it is taking longer for CDSS to receive information regarding individuals who submit fingerprints. Prior to September 2015, DOJ would forward information to CDSS on a flow basis. This allowed CDSS to make initial determinations upon receipt of DOJ and/ or other available information. Effective September 25, 2015, DOJ changed their process and will only send information to CDSS upon receipt of all applicable information.

As an example, if a Community Care Licensing Division (CCLD) applicant is required to submit DOJ, Federal Bureau of Investigation (FBI), and Child Abuse Central Index (CACI) checks, the DOJ will submit a response to CDSS only when all results are in.

Additionally, our applicants are experiencing conflicting information when they contact the DOJ phone line. If the overall response to CDSS is still pending due to DOJ awaiting FBI and/ or CACI, the DOJ customer information phone line will indicate that the response has been sent to our agency. This has resulted in applicants believing that CDSS has information not yet received..

CDSS has communicated concerns regarding this change to DOJ staff. While the process will not change, DOJ will further research the inconsistency of information on DOJ's phone response line.