

## How to Check on Your Administrator Application Status

### Processing Information:

ACS receives an average of 325 initial and 708 renewal applications each month. The checks are cashed upon receipt, but due to the volume, review of the applications usually does not begin until 30 to 45 days after the application is received.

The pending list (link following) is updated approximately weekly to show applications received as of the date listed there. If you don't see yours on the list, feel free to check the status per the instructions below.

- [Pending Applications](#)

### When to check the status:

- If at least 10 days have passed since you mailed your application and the check has not yet been cashed, please call (916) 653-9300 and follow the prompts to speak to a representative. If you reach a voicemail, leave your question, name, phone number and certificate number so the representative can check the status before calling you back. You should receive a call back within two to three business days.
- If your application fee check has been cashed and at least 45 days have passed since you mailed your application, call to check on the status of your application as follows:
  - Call the main phone number at **(916) 653-9300**. If desired, follow the prompts to continue in Spanish or Tagalog.
  - Choose option "1" for "application status" and follow the prompts to enter your certificate number.
  - If the system states that there is no information, or if you have further questions, click the "star" key (\*) to speak to a representative.
  - If you reach a voicemail, please leave your question, name, phone number and certificate number so the representative can check the status before calling you back. You should receive a call back within two to three business days.

### Reasons for delays in application processing:

#### Incomplete Applications

- If the application is missing the nonrefundable fee, documents or information, the applicant will be notified and requested to submit the missing materials.

## Poorly Copied or Illegible Documents

- If the information is difficult to read, ACS may have to contact the applicant or return the document in order to complete the review.

## Criminal Record Clearance Problems

- If the Live Scan form is not completed correctly or contains inaccurate information, the Department of Justice may not be able to provide the criminal record clearance information that ACS needs to approve the application.
- If the applicant has been convicted of a crime, been arrested, or, for Group Home applicants, had a child abuse hit, the application may be delayed for over 75 days while the Criminal Background Check Bureau (CBCB) reviews the information. CBCB can be contacted at (888) 422-5669, and has specific information about the criminal record exemption process available under the [“fingerprinting”](#) tab on this website.