



UT DSPD BACKGROUND SCREENING STEP BY STEP INSTRUCTIONS

DO NOT send a check, money order or any money at all to Acumen. Background checks for DSPD SAS employees are paid with DSPD funds.

DO NOT send background screening documents directly to the Office of Licensing as doing so will cause significant delays. Send background screening documents only to Acumen using any of the delivery methods described in section 3 below.

DO NOT get paper fingerprint cards – The Office of Licensing no longer accepts paper fingerprints cards without being approved in advance. If approved, an additional \$12.00 scanning fee must be paid by the employer or employee which is not reimbursable. If your employee does not have access to live scan fingerprinting and therefore, must use paper fingerprint cards, please connect with Acumen in advance so we can coordinate obtaining the prior approval from Licensing.

Step by step instructions:

1. Complete the upper portion of the background screening application legibly, making sure the employee signs and dates section 8 of the application. If the applicant is under 18, include the Criminal Background Screening Authorization with the guardian's signature.
2. For initial (new hire) applications or transfers, attach and send a copy of the employee's social security card and current government issued photo ID.
 - Expired documents are not permitted. Double check to make sure identification is current.
 - For annual renewals, please remember to send another copy of a current government issued photo ID. Name changes require additional steps – call us to discuss further.
3. Submit all application materials to Acumen using one of the below methods:
 - Email: enrollment-ut@acumen2.net (Write "Utah Background Check" on the subject line)
 - USPS Mail: Acumen Fiscal Agent, P.O. Box 539, Orem, UT 84059
 - Hand delivery, FedEx or UPS: 3520 N University Ave #225, Provo, UT 84604
4. Employees should watch for an email from noreply@innovativearchitects.com, which can sometimes land in Junk Email or Spam. Employees only have 5 calendar days to complete the Electronic Disclosure. If not completed within this window of time, the application is automatically closed in Licensing's database and Acumen must start over again. Acumen is not allowed to extend the 30-day grace period for this scenario so it is critical employees stay watchful and complete the Electronic Disclosure right away. Once signed, a livescan fingerprint form will be generated and emailed to the employee.
5. After step 4 is completed, Acumen will follow up with another email to the employee. This email will provide instructions, livescan sites and an individualized fingerprint form. The employee must print and take the fingerprint form and a photo ID with them to a Live Scan site for digital fingerprinting.
6. The Office of Licensing will inform Acumen if/when the employee is approved. Existing clearances from certain other provider types can transfer over to Acumen and if this happens, the existing clearance expiration date will still apply.
7. When background clearance is approved, Acumen will update the "Certifications" tab of the employee's DCI account with the clearance expiration date. A "pink sheet" with the employee's approval will be sent via mail within 4 weeks of the approval date.



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Helpful tips for employers:

For all new hires including transfers, Acumen will tell you the employee's "Good to Go" date. You can begin scheduling the employee to work from that day forward. New hires are permitted to work and be paid for up to 30 days from the employee's "Good to Go" date while waiting for their background screening determination from the Office of Licensing. During 30-day grace periods, employees must be directly supervised by their employer during any service provision.

The amount of time it takes for the Office of Licensing to process a background screening application is outside of Acumen's control. Acumen is not permitted to issue extensions if the processing takes longer than usual. Acumen is also not permitted to issue payroll for any employee whose background screening has lapsed. Monitor expiration dates carefully and do not schedule an employee to work if his or her background clearance (including their 30-day grace period) has lapsed.

Background expiration dates are made available for employers and employees within their DCI portal at <https://acumen.dcisoftware.com/>. (New employers and employees will be given their DCI login username and password when the enrollment process is complete.)

- ✓ Employees: background expiration date is located in the "Certifications" tab of their home screen.
- ✓ Employers: view expiration dates for each employee by clicking on the "Employees" tab on the left side of the screen, selecting the employee to be reviewed and then clicking the "Certifications" tab from within that employee's details page.

If an employee's background expiration date has lapsed, there will be no certification in "Active" status and the employee will not be able to enter or submit hours for payment. If you see an error, please call your local Acumen agent to request corrections right away.

DSPD reimburses up to \$16.00 for the cost of fingerprinting and Acumen is responsible to issue this reimbursement. If there is a charge incurred for the Live Scan fingerprints, obtain a receipt from the Live Scan operator and submit the receipt along with a "*Fingerprint Reimbursement Form*" to Acumen. Reimbursements are processed and issued to employers at the end of each month.

If you ever need another (blank) Background Screening Application, a Fingerprint Reimbursement Form or other forms for your employees, visit the Utah DSPD page of Acumen's website:

<https://www.acumenfiscalagent.com/utah/#DSPD>

If you have any questions about the background screening process, please contact your assigned Utah-based Acumen agent. If you are trying to enroll and don't have an agent yet, simply contact our Customer Service Department at 888-221-7014 or by email at customerservice@acumen2.net.