

Bureau of Audits and Investigations Criminal History Unit (CHU)

A Report to Our Citizens Fiscal Year 2016



The Department and the Bureau
The Department oversees \$2.5 Billion in spending for Idaho Citizen's Health and Welfare. The Bureau of Audits and Investigations, part of Support Services, provides critical integrity efforts to ensure public safety and to fight waste, abuse, and fraud. The Bureau of Audits and Investigations has four units which provide very different services.

- **Internal Audit** provides Management with independent feedback on critical controls.
- **Criminal History** processes background checks to protect vulnerable adults and children.
- **Medicaid Program Integrity** audits Medicaid providers.
- **Welfare Fraud Investigation** audits and investigates recipients of public assistance and Non-Medicaid providers.

The Criminal History Unit

The Criminal History Unit is staffed by 12 dedicated professionals that cover the entire state of Idaho needs for the Department background check. The unit is self-funded and completes over 25,000 background checks per year. These background checks help the Department protect those who are vulnerable from harm by screening employees of providers and individuals that participate in certain Department programs such as foster care, adoption and certified family homes. Each year, about 300 applicants are either denied or voluntarily withdraw from their background checks because of disqualifying elements in their background checks. The current average turnaround time for the background check is 14 days.



Providers that were Background Checked

Provider Types	SFY2013	SFY2014	SFY2015	SFY2016
Long Term Care Providers	8,419	8,316	8,716	8,880
Foster Care and Adoption Candidates	3,131	3,287	3,415	3,460
Day Care/Child Care Providers	2,459	2,618	3,023	2,994
EMS Employees and Volunteers	852	751	848	904
Behavioral Health Providers	413	408	852	1,011
Department Employees/Volunteers	566	536	976	490
Court Appointed Guardians/Conservators	0	472	596	599

What's Next

Website Continuous Improvement

We will continue to invest in the Department Background Check website to increase its value to our stakeholders. We will keep an eye out for emerging technologies and make changes to the website when possible to ensure that it remains a useful tool to its users. We will listen to them and implement their feedback.

Appointment Availability

We will continue to prudently allocate our resources to satisfy the demand for the Department background check state-wide. Our goal is to maximize access to us for the applicant as soon as they submit their application for the background check online.

Reduce Background Check Costs

We will continue to look for ideas to help us improve our work processes to find savings that will reduce the cost of our background checks. We will continue to partner with the Idaho State Police to deploy and use electronic criminal history information exchange systems to render the process completely paperless.

Accelerate Completion of Background Checks

We will continue to explore ways to leverage electronic data in our systems to ensure that we allocate our resources to resolve background checks that take longer to resolve. Examples of why completion of a Department background check may be delayed are:

- A person may have low quality fingerprints requiring submission of a second set of fingerprints to be compared with federal/state criminal files
- Resolution of research of criminal dispositions in jurisdictions outside of Idaho and, their conversion to an Idaho equivalent depends on the speed of those states' responses affecting the timely completion of our background check
- Reliability of the fingerprint transmission infrastructure and systems is occasionally interrupted for technical reasons which delay the processing of the background check



We want to hear from you.

Do you like this report?
Would you like to see other information?
Please let us know by contacting us using the information below.

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Welfare

www.healthandwelfare.idaho.gov

Report Public Assistance Fraud

Health Care Fraud:

Call 208.334.5754
Fax 208.334.2026

Email prvfraud@dhw.idaho.gov

All Other Fraud:

Call 866.635.7515
Fax 208.334.5694

[On Line Report Link](#)

Email welfraud@dhw.idaho.gov

Learn More About the Department of Health and Welfare

1	Strategic Objectives
2	How We Have Progressed
3	Our Finances
4	What's Next

Bureau Mission

Although each of our four units has a distinctly different mission, we all share a common vision.

- We will maximize the value of our services to the Department by improving our effectiveness and efficiency
- We will pursue "best practices" within our own areas of operations
- We will reach out and become excellent communicators with each other, our leaders, customers, and the public
- We will develop and maintain a cadre of experts in our fields

Unit Mission

To protect the vulnerable citizens involved in the many Department programs by administering a criminal history background check system.



How We Have Progressed

Our Finances



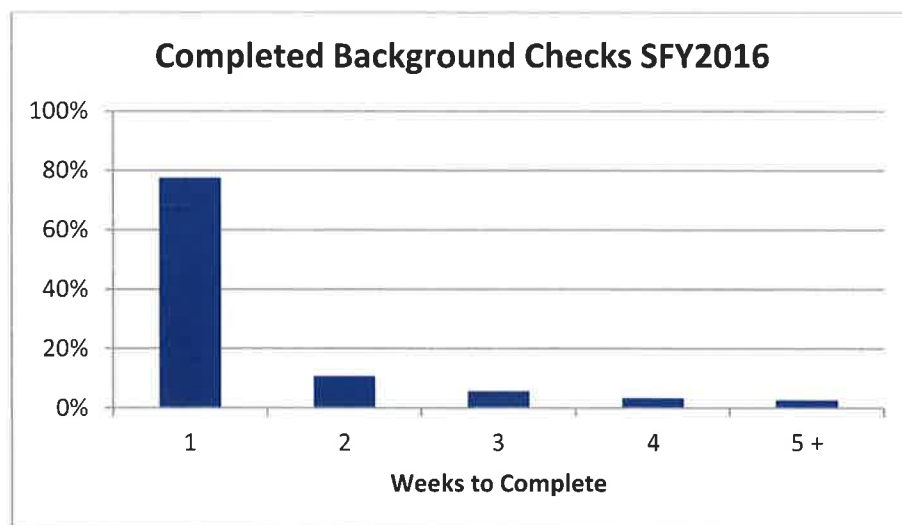
2016 Accomplishments

- Established an additional processing center for mailed background check applications in eastern Idaho. New processing capability decreased resolution time for these applications by one day.
- Reinvested prior year savings in the acquisition of software solutions that enhanced the security and reliability of the Department's fingerprint transmission infrastructure.
- Actively listened to stakeholders concerns by changing administrative rules, business practices and improving web-based services to meet their business needs
- Deployed option to providers to pay for their employees background check fees with credit/debit cards
- Made 25 referrals to the Medicaid Program Integrity Unit resulting in the collection of \$248K in penalties from providers that were not compliant with the Department background check program

CHU Performance Measures	SFY2013	SFY2014	SFY2015	SFY2016
Applications Submitted	26,629	27,881	28,642	29,520
Individuals Fingerprinted	22,869	21,315	24,998	25,490
Fingerprint Reject Rate	2.3%	2.2%	2.3%	1.7%
Individuals Denied	263	277	303	339
No Show rate	20%	20%	19%	18%

Location	Appointments Available *			Available
	Week 1	Week 2	Week 3	
Coeur D'Alene	Green	Green	Green	75 - 100 %
Moscow	Red	Yellow	Yellow	50 - 75 %
Lewiston	Red	Yellow	Green	25 - 50 %
Nampa	Red	Yellow	Green	0 - 25 %
Boise	Red	Red	Yellow	
Mountain Home	Red	Yellow	Yellow	
Twin Falls	Red	Yellow	Yellow	
Burley	Red	Yellow	Yellow	
Pocatello	Red	Yellow	Green	
Idaho Falls	Red	Yellow	Green	
Rexburg	Red	Red	Yellow	

* This chart represents the usual availability of our appointments in SFY 2016



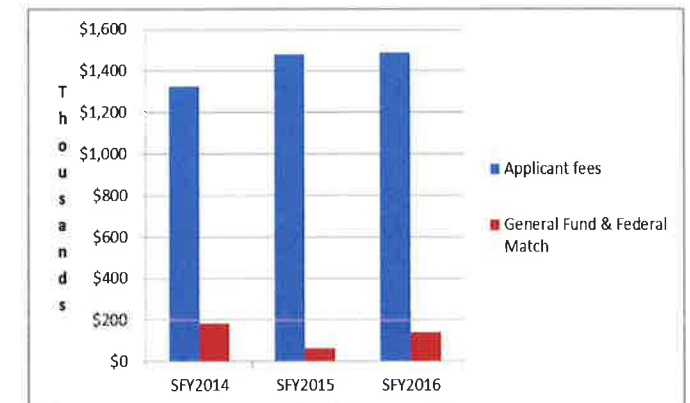
Some of the measures reported on this report were included in the Facts Figures and Trends Report which is published annually by the Department of Health and Welfare at the following address:
<http://www.healthandwelfare.idaho.gov/AboutUs/Facts.FiguresTrends>

What are the costs of the Criminal History Unit and how are those costs paid?

Unlike other state agencies, 90% of our revenue consists of fees collected from the applicant to process their background check. The remaining 10% of the total revenue comes from a near even split from the state General Fund and corresponding federal match. State statute requires that our applicants pay for their background check. Some of our stakeholders do pay for their employees' background check as a recruiting and retention measure. The Department pays for the background checks of its employees and those of persons that participate in programs that benefit directly children at risk such as adoption and foster care. The current fee for the background check is \$65.00 per person

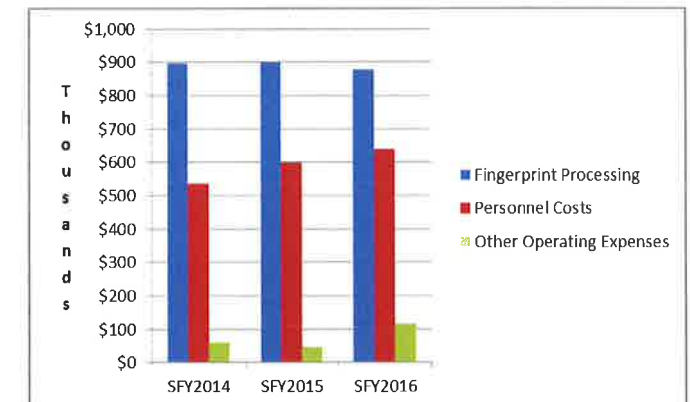
Revenue by Source (in thousands)

	SFY2014	SFY2015	SFY2016
Applicant fees	\$1,329.0	\$1,481.0	\$1,491.0
General Fund & Federal Match	\$165.3	\$65.4	\$141.0
Total revenues	\$1,494.3	\$1,546.4	\$1,632.0



Expenditures by Area (in thousands)

	SFY2014	SFY2015	SFY2016
Fingerprint Processing	\$897.5	\$899.9	\$877.3
Personnel Costs	\$535.9	\$598.6	\$639.0
Other Operating Expenses	\$60.9	\$47.9	\$115.7
Total expenditures	\$1,494.3	\$1,546.4	\$1,632.0



Independent Audit

Independent audits of the State of Idaho can be found at
<http://legislature.idaho.gov/audit/statewidereports.htm>.