NC DEPARTMENT OF
Health AND
Human Services
Division of Social Services

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN OSBORNE • Deputy Secretary for Opportunity and Well-Being

August 10, 2023

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, SUPERVISORS AND STAFF

SUBJECT: CRIMINAL HISTORY RECORD INFORMATION (CHRI) FOR POTENTIAL ADOPTIVE PARENTS

REQUIRED ACTION: ☐ Information Only ☐ Time Sensitive ☒**Immediate**

The North Carolina Division of Social Services (NCDSS) is working collaboratively with the Division of Child Development and Early Education (DCDEE) to provide updates to accessing the Criminal History Record Information (CHRI) for potential adoptive parents.

This letter is a follow-up to the initial DCDL (CWS_23_2023_) sent on April 26, 2023, where each county was required to submit the names of each staff member designated to access CHRI to ensure the mandated training was available. A master spreadsheet has been developed, forwarded, and is maintained by the Adoption Manager.

Designated staff have begun receiving a notification from Criminal Justice Information Service (CJIS) Online indicating that an account has been created and training is available for completion online. Staff are required to follow the directions outlined in the email to receive the appropriate training and certification. The following is a sample email that will be received by those designated staff members:

> *"KEVIN HORNADAY has created a CJIS Online account for you.*
> *This account has been created for you because your organization relies on CJIS Online for Security and Privacy training and other CJIS compliance needs.*
> *Below are the certification(s) that have been assigned to your account:*
>
> *1. Security and Privacy: General Role*
> *Using the credentials below, you can click the login button or visit* https://www.cjisonline.com
> *to begin your certifications.*
> *User name:* janedoe@samplecountygov.com
> *Temporary password: XXXXX1234"*

If a user receives notification or believes they have likely received notification that an account has been created for them at CJIS Online, they can do the following:
1. Navigate to https://www.cjisonline.com/
2. Input their username (email address submitted by agency)
3. Use the "Forgot your password?" feature.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION **OF SOCIAL SERVICES**

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2409 Mail Service Center, Raleigh, NC 27699-2409
www.ncdhhs.gov • TEL: 919-527-6390 • FAX: 919-733-3052

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4. If a user receives the message "The email address entered was not found" that means DCDEE may have an incorrect email address for the user, *or* the user has not yet been set up in CJIS Online. Send an email to Mary Mackins at Mary.Mackins@dhhs.nc.gov for further guidance.

As a reminder, when all designated employees in each county have completed the training, the county should send all certificates together to DHHS.CBC.Adoption@dhhs.nc.gov. The certificates *must* be received by the CBC Unit, before the CHRI information can be released to designated staff.

If you have any questions, please contact Adoption Manager Mary Mackins at Mary.Mackins@dhhs.nc.gov.

Sincerely,

Carla McNeill

Carla McNeill, MSW
Section Chief for Permanency Planning
Division of Social Services, Child Welfare
North Carolina Department of Health and
Human Services

Cc: Lisa Tucker Cauley, Senior Director of Child, Family and Adult Services
         Adrian Daye, Deputy Director for Child Welfare Practice
         Katie Swanson, Deputy Director for County Operations
         Kathy Stone, Section Chief for Safety and Prevention Services
         Kimaree Sanders, Section Chief for Regulatory and Licensing
         Peter West, Section Chief for County Operations

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