

Bureau of Audits and Investigations

Criminal History Unit (CHU)



IDAHO DEPARTMENT OF
HEALTH & WELFARE

A Report to Our Citizens Fiscal Year 2019

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 18 dedicated professionals that cover the entire state of Idaho needs for the Department background check. The unit is self-funded and completes over 30,000 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, nearly 500 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 15 days.



Providers that were Background Checked

Provider Types	SFY2016	SFY2017	SFY2018	SFY2019
Medicaid Providers	12,319	14,008	12,709	14,365
Long Term Care Providers	8,880	8,030	11,201	11,407
Foster Care and Adoption Candidates	3,460	3,005	4,236	3,998
Day Care/Child Care Providers	2,994	4,224	3,443	3,720
EMS Employees and Volunteers	904	825	949	986
Behavioral Health Providers	1,011	915	1,901	4,161
Department Employees/Volunteers	490	994	466	1169
Court Appointed Guardians/Conservators	599	598	600	566
Citizen Review Panel Members				3



Table of Contents

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

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 highly skilled and knowledgeable 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.

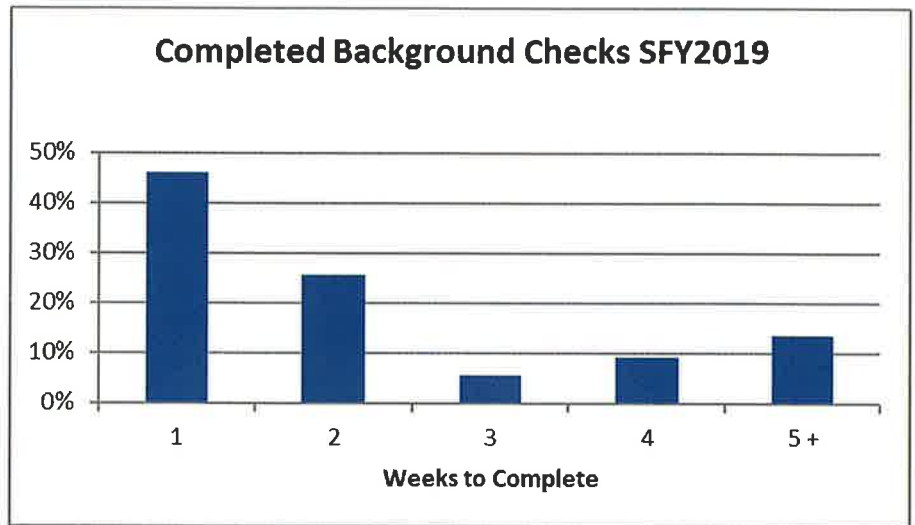
How We Have Progressed



CHU Performance Measures	SFY2017	SFY2018	SFY2019	SFY2020 (Projected)
Applications Submitted	32,559	34,085	36,682	37,416
Individuals Fingerprinted	27,074	29,190	31,218	31,842
Individuals Denied	377	399	575	587
No Show rate	19%	19%	N/A	N/A

2019 Accomplishments

- Obtained federal grant funds to improve the customer experience of the applicant with the background check system online application system and to replace fingerprint collection and submission equipment
- In response to an ever-increasing demand for the Department background check, we transformed the unit's business model by increasing walk-in fingerprinting opportunities state-wide. At some locations, volume of applicants seen has increased by almost 40% due to the changes implemented
- Actively listened to stakeholders concerns by changing administrative rules, business practices and improving web-based services to meet their business needs



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>

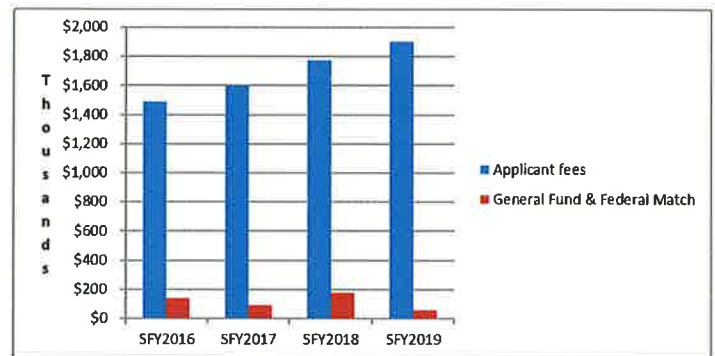
Our Finances

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

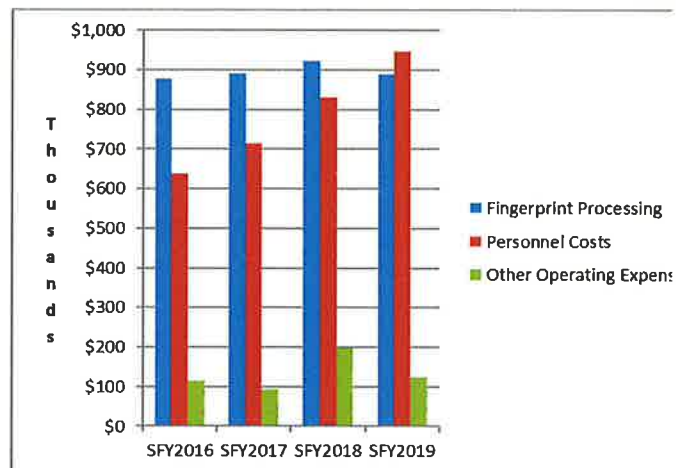
Revenue by Source (in thousands)

	SFY2016	SFY2017	SFY2018	SFY 2019
Applicant fees	\$1,491.0	\$1,599.0	\$1,774.0	\$1,903.0
General Fund & Federal Match	\$141.0	\$93.0	\$178.0	\$58.0
Total revenues	\$1,632.0	\$1,692	\$1,952.0	\$1,961.0



Expenditures by Area (in thousands)

	SFY2016	SFY2017	SFY2018	SFY 2019
Fingerprint Processing	\$877.1	\$890.5	\$921.9	\$889.6
Personnel Costs	\$639.0	\$715.2	\$831.1	\$946.8
Other Operating Expenses	\$115.4	\$93.0	\$198.7	\$123.5
Total expenditures	\$1,698.7	\$1,698.7	\$1,951.7	\$1,959.9



Independent Audit

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

What's Next



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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Learn More About the Department of Health and 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:
[On Line Report Link](#)
Call 866.635.7515
Fax 208.334.5694
Email welfraud@dhw.idaho.gov

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