



TEXAS

Health and Human Services

Attachment F

DFPS Janitorial Services, Shred Services and Security Services Employee Background Checks

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Overview

Because of the potential for contact with confidential information while in Department of Family and Protective Services (DFPS) offices, all janitorial service, shred services, and security service employees serving DFPS or shared DFPS/HHSC facilities must complete background checks.

A background check includes the following types of checks:

- A Texas name-based criminal history check
- A DFPS check for abuse/neglect/exploitation of children, elderly or disabled individuals

An FBI fingerprint check is also required for all Shred contractors and for any DFPS janitorial services, shred services, and security services employee who has lived outside the state of Texas in the past 2 years.

Contractors must submit requests for criminal history checks and abuse/neglect/exploitation history checks through DFPS:

- All employees who access DFPS or shared DFPS/HHSC facilities must have all required checks completed and cleared before access is granted.
- DFPS policy regarding non-DFPS staff requiring access to DFPS or shared DFPS/HHSC facilities is located in the DFPS Backgrounds Check Policy: [Section 3000 Background Checks for Non-DFPS Staff](#).
- Bars to employment are also posted in the DFPS Backgrounds Check Policy:
 - [Appendix 3: Criminal History Bars for DFPS Volunteers, Interns and Non-DFPS Staff](#).
 - [Appendix 1: Abuse, Neglect, and Exploitation History Bars for DFPS Employees, Prospective Employees, Volunteers, and Interns, Non-DFPS Staff, and CASE Employees, Volunteers, and Board Members](#)

Background checks are required annually for all employees who have access to DFPS or shared DFPS/HHSC facilities.

Background Check Process

Criminal and Abuse/Neglect background checks are submitted through the DFPS Automated Background Check System (ABCS). Each employer has their own ABCS account to submit background checks for staff who need access to DFPS or shared DFPS/HHSC facilities.

To initiate creation of the ABCS account, the company point of contact completes [Form 4048 DFPS Janitor, Security Guard, and Shred Contractors Background Check Request Form](#) and submits it to EXTACCBGC@dfps.texas.gov.

Once Form 4048 is received, DFPS Background Check staff create the ABCS account and run background checks on the point of contact. If that person clears the checks, DFPS Background Checks staff notify the employer who must then submit a [Form 4048 DFPS Janitor, Security Guard, and Shred Contractors Background Check Request Form](#) for each employee who requires access to DFPS or shared DFPS/HHSC facilities.

More information about ABCS can be found on the DFPS website: [Automated Background Check System \(ABCS\)](#)

Background Check Determinations

Employers are notified whether the individual's request for access has been cleared or denied. The specific criminal history or abuse, neglect, or exploitation history is not included in the clearance or denial notice.

Employers or the individual employee who has been denied access may request a review of the decision. Information about this process can be found in the DFPS Backgrounds Check Handbook: [1320 Reviewing Background Check Decisions](#)

DFPS Background Checks and Employment

If DFPS Background Checks issues a decision to deny access to an individual, that denial only prohibits the individual from accessing DFPS or shared DFPS/HHSC facilities.

The decision to hire or terminate an individual is at the discretion of the employer. However, the employer and DFPS sponsor must ensure that individuals who are not cleared by DFPS Background Checks do not have access to DFPS or shared DFPS/HHSC facilities.

Questions about DFPS background check requirements should be directed to:

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- Tanya Oestrick, Program Administrator for DFPS Background Checks and FINDRS
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