

Good morning, CCHSP 2.0 Users,

For the past 2 years, the New Mexico Health Care Authority (HCA), Caregiver's Criminal History Screening Program (CCHSP) has been working to continue to develop the CCHSP Applicant Initiated Website so that it stays up to date and can be an effective tool in the hiring process. This website is used in 31 other states where the applicant-initiated process has proven to ease the burden on hiring staff, administrators and the applicant themselves. CCHSP is invested in ensuring that this is an effective upgrade and we will work to support users during the transition.

We have attached the answers to the frequently asked questions (FAQs) regarding our system and new system change: ***Applicant Initiated Application Website- Provider FAQ***.

We would like to explain the rationale and details behind the rollout of a new applicant-initiated website.

Purpose and Rationale

Current Issues:

- Communication with applicants is limited; CCHSP is required to send out certified correspondence to certain applicants (where there are potentially disqualifying entries in their background), but we are only reaching about 30% of these applicants via certified mail (due to a wrong address or other issue with USPS).
- Applicants that are required to submit documentation have a 14-day or 21-day timeframe, which is shortened by the number of days that the initial correspondence is in transit.
- Applicants are currently unable to follow the progress of their application and rely on the hiring facility for updates.
- Applicants that are required to submit documentation are required to fax or email those documents, which include sensitive information, and this current process poses a security risk.

New System Benefits:

- *Real-time correspondence:* Applicants will be able to access all communications as soon as they are generated, increasing the percentage of applicants that we are able to reach and who can comply with set time limits.
- *Document uploads:* Applicants can upload documentation directly, eliminating the need for unsafe and ineffective faxing or emailing. This will assist in timely submission of critical documentation and prevent potential data entry errors and delays.

- *Response Time:* Applicants will get the full timeframe allotted for them to provide legal documentation for potential disqualifying events and other supporting documents.

Impact on Existing Processes:

- *Process Flexibility:* Onboarding processes for hiring facilities or providers do not have to change; users can choose how to integrate the new system.
- *Application Entry:* Information can still be entered by users (hiring facilities), but now via the applicant-initiated portion of the website instead of the previous portion that the facility uses to manage their employees.
- *Applicant Transparency:* Applicants can track the progress of their application; reducing confusion and improving communication.
- *On-boarding:* Employers can help applicants create accounts and complete applications. If the applicant lacks technical skills to complete the application portion or needs assistance, hiring staff can assist in this process. The applicant will have to use *their own personal* email address and create their own password- this information is not to be shared. The applicant side of the portal is designed to create a secure space for the applicant to upload sensitive documents.

Support and Accessibility:

- *Continued Support:* The Caregivers Criminal History Screening Program (CCHSP) is committed to addressing questions, comments, or concerns to assist with the transition and providing training and assistance.

Thank you for your time and attention to this matter, please review the attached FAQs and reach out if you have any questions. Our next training will be on 8/20/25 at 9 AM on Zoom. Registration is NOT required.

Here is the link for the training:

August 20th https://teams.microsoft.com/l/meetup-join/19%3ameeting_NGVIZWRjNWltZTg5NS00ZmZhLTgwZmYtMzRiMjNmNTRhZmUx%40thread.v2/0?context=%7b%22Tid%22%3a%22f2267c2e-5a54-49f4-84fa-

e4f2f4038a2e%22%2c%22Oid%22%3a%2231fedcef-ef22-44b9-8881-7e3022af4271%22%7d