

Updates: KDADS HOC Criminal Record Check (CRC) System

Effective November 19, 2025

System Access Link: <https://ksdadsv7prod.glsuite.us/ui/LicenseeLogin/Login>

The new system changes affecting the HOC KBI request process went live on **November 19, 2025**.

During the initial rollout, we experienced issues involving communication between servers, which impacted the ability to **create, link, request, and submit CRCs**. All major known issues related to these functions have now been resolved.

Current Known Issue: System Slowness

Developers have received feedback from users indicating that **system slowness** has been the primary concern. They have completed a full review of the CRC process and are currently working on improvements to increase system speed and overall user-friendliness.

Updated Steps for Requesting and Submitting a CRC

1. For a New Individual Not Currently on Your List

(Begin by searching first)

- Select **“Request Existing User.”**

This will check whether the individual already exists in the database and whether they currently have a prohibition due to a **KDADS ANE finding or a criminal conviction**.

2. Adding the Individual to Your List

Individuals can be added by selecting either:

- **Request Existing User**, or
 - **Request New Individual**
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3. Requesting the CRC

- Select the individual’s name from your list.

- Click **“Request CRC.”**

This will generate an invoice under **“Pay Fees.”**

4. Payment

Once payment is successful, **one final step is required.**

5. Submit the CRC

- Click **“Submit CRC.”**

After saving successfully, the CRC status will change from **Pending** to **Pending Results.**

This **“Submit CRC”** step has frequently been missed, which is the most common reason CRC statuses remain in the **Pending** phase.

Future Functionality

Resubmissions: (already on the facility/provider list with results)

This future feature will allow facilities/providers to handle CRC resubmissions for individuals already on your list who have current results, without KDADS/HOC assistance.

At this time, **HOC staff are using a temporary workaround** to help facilities and providers remain compliant.

Facilities/providers may use one of the following options:

Option 1 – Email Request

- Email **your facility ID, individual names, and SSNs** for those needing resubmission to kdads.crcstaff@ks.gov
- HOC staff can submit the **“Request CRC”** on the backend so it appears under **Pay Fees.**

Option 2 – Re-add the Individual

- Remove the individual from the facility/provider list.
- Re-add them by selecting **“Request Existing Individual.”**

- Check and save the “**Request CRC**” box next to their name so the invoice appears under **Pay Fees**.
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Discontinued Functionality

- **Subscriber Account payments** will no longer be available moving forward.
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Assistance

We greatly appreciate everyone’s patience during this transition.

If you are experiencing any issues requesting a CRC or obtaining a status update, please email:

kdads.crcstaff@ks.gov

Because each situation may be different, our team can work directly with the **facility or provider** to assist in resolving the issue.

Helpful instructions are provided below.



Instructions on
creating an acct.docx



To request a Criminal
Record Check+.docx



Annual CNA,HHA,Non
Certified Employment