



**Thank you registering for the
myDHR CPS Background Portal**



MATURITY LEVEL 3 CERTIFIED BY CMMI FOR DEVELOPMENT OF A SERVICE SYSTEM



MATURITY LEVEL 3 CERTIFIED BY CMMI FOR DEVELOPMENT OF A SERVICE SYSTEM



CPS Employee Background Clearance Portal

Training Slide Deck –Summer Camp Administrator



ISO 9001:2015 - INFORMATION
SYSTEM MANAGEMENT SYSTEM



ISO 9001:2015 - QUALITY
MANAGEMENT SYSTEM



ISO 9001:2015 - INFORMATION
TECHNOLOGY POLICY MANAGEMENT



MATURITY LEVEL 3 CERTIFIED BY CMMI FOR
DEVELOPMENT OF A NEW SERVICE SET



MATURITY LEVEL 3 CERTIFIED BY CMMI FOR
DEVELOPMENT OF A NEW SERVICE SET

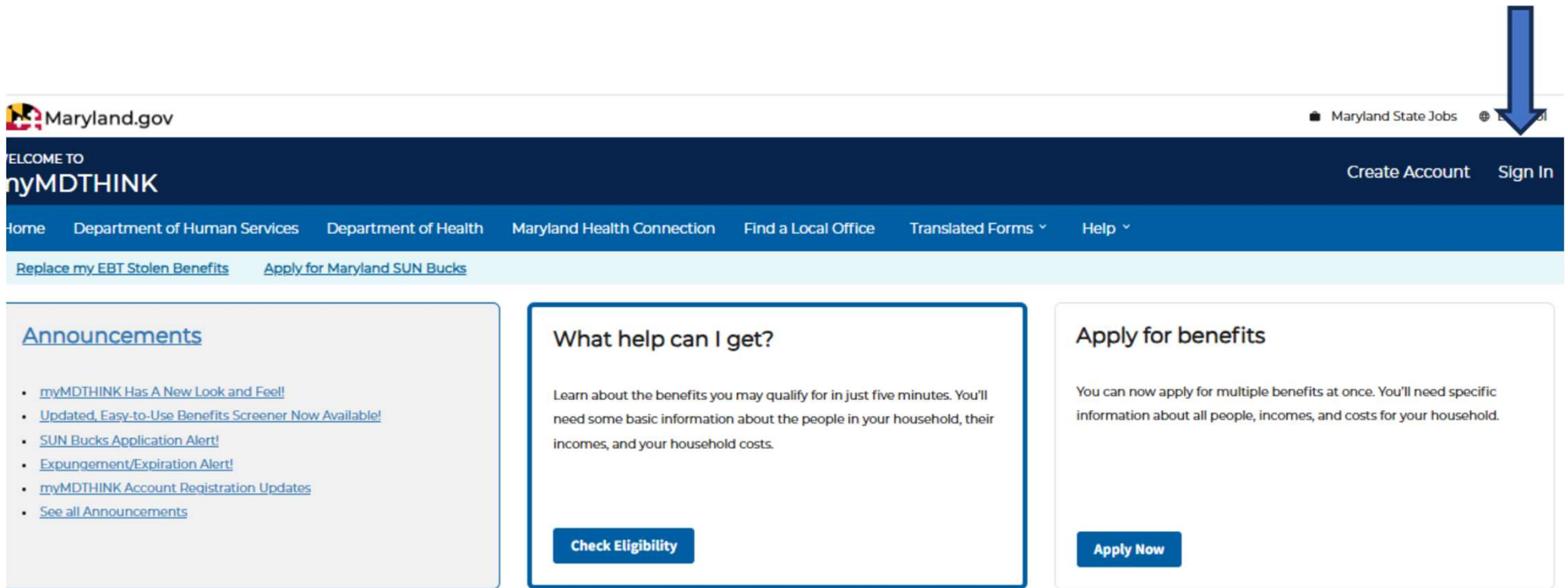
Please review the following checklist to ensure successful navigation withing the CPS Portal

System Check

- The Portal applications can only be process on a tablet, laptop or, desktop computer. Application cannot be processed on a cell phone.
- Turn off Pop-up Blocker (required to download applications)
- Access to the portal using Google Chrome or Microsoft Edge
- Make sure that your Internet connection is secured (https://)



Enter <https://benefits.maryland.gov/home/#/>
Click Sign In



The screenshot shows the myMDTHINK website interface. At the top, there's a Maryland.gov logo and a navigation bar with links like 'Home', 'Department of Human Services', 'Department of Health', 'Maryland Health Connection', 'Find a Local Office', 'Translated Forms', and 'Help'. A dark blue header contains 'WELCOME TO myMDTHINK' and 'Create Account Sign In' buttons. Below this, there are links for 'Replace my EBT Stolen Benefits' and 'Apply for Maryland SUN Bucks'. The main content area is divided into three sections: 'Announcements' with a list of updates, 'What help can I get?' with a 'Check Eligibility' button, and 'Apply for benefits' with an 'Apply Now' button. A large blue arrow points to the 'Sign In' button in the top right corner.

Maryland.gov

Maryland State Jobs

WELCOME TO myMDTHINK

Create Account Sign In

Home Department of Human Services Department of Health Maryland Health Connection Find a Local Office Translated Forms Help

[Replace my EBT Stolen Benefits](#) [Apply for Maryland SUN Bucks](#)

Announcements

- [myMDTHINK Has A New Look and Feel!](#)
- [Updated, Easy-to-Use Benefits Screener Now Available!](#)
- [SUN Bucks Application Alert!](#)
- [Expungement/Expiration Alert!](#)
- [myMDTHINK Account Registration Updates](#)
- [See all Announcements](#)

What help can I get?

Learn about the benefits you may qualify for in just five minutes. You'll need some basic information about the people in your household, their incomes, and your household costs.

Check Eligibility

Apply for benefits

You can now apply for multiple benefits at once. You'll need specific information about all people, incomes, and costs for your household.

Apply Now

Enter Email Address and Password and “Sign In”



Please sign in

We need a little more information. To keep your information safe, please sign in to your account. If you don't have one yet, you can create one now.

Benefits

Access information related to food, health care, pregnancy, children, disabilities, utility bills, and family emergencies.

Child Support

Access your information related to your child support case or application.

Email address:

Password:



Sign in

A passcode may be sent to your email inbox. Enter the Passcode and submit the passcode.



One Time Passcode (OTP)

We sent a passcode to your email. It's good for 60 minutes. Please check your inbox (and spam folder) and enter it below. You can ask for another if needed

OTP received:

Submit passcode

[Send a new passcode](#)



Select the “Go to My Benefits dashboard” button

0 Notifications

[Home](#) [Department of Human Services](#) [Department of Health](#) [Maryland Health Connection](#) [Find a Local Office](#) [Translated Forms](#) [Help](#)

Benefits

Apply for, track, and manage your benefits all in one place. Programs can help with food, health care, pregnancy, children, disabilities, utility bills, and family emergencies.

[Go to My Benefits dashboard](#)

Child Support

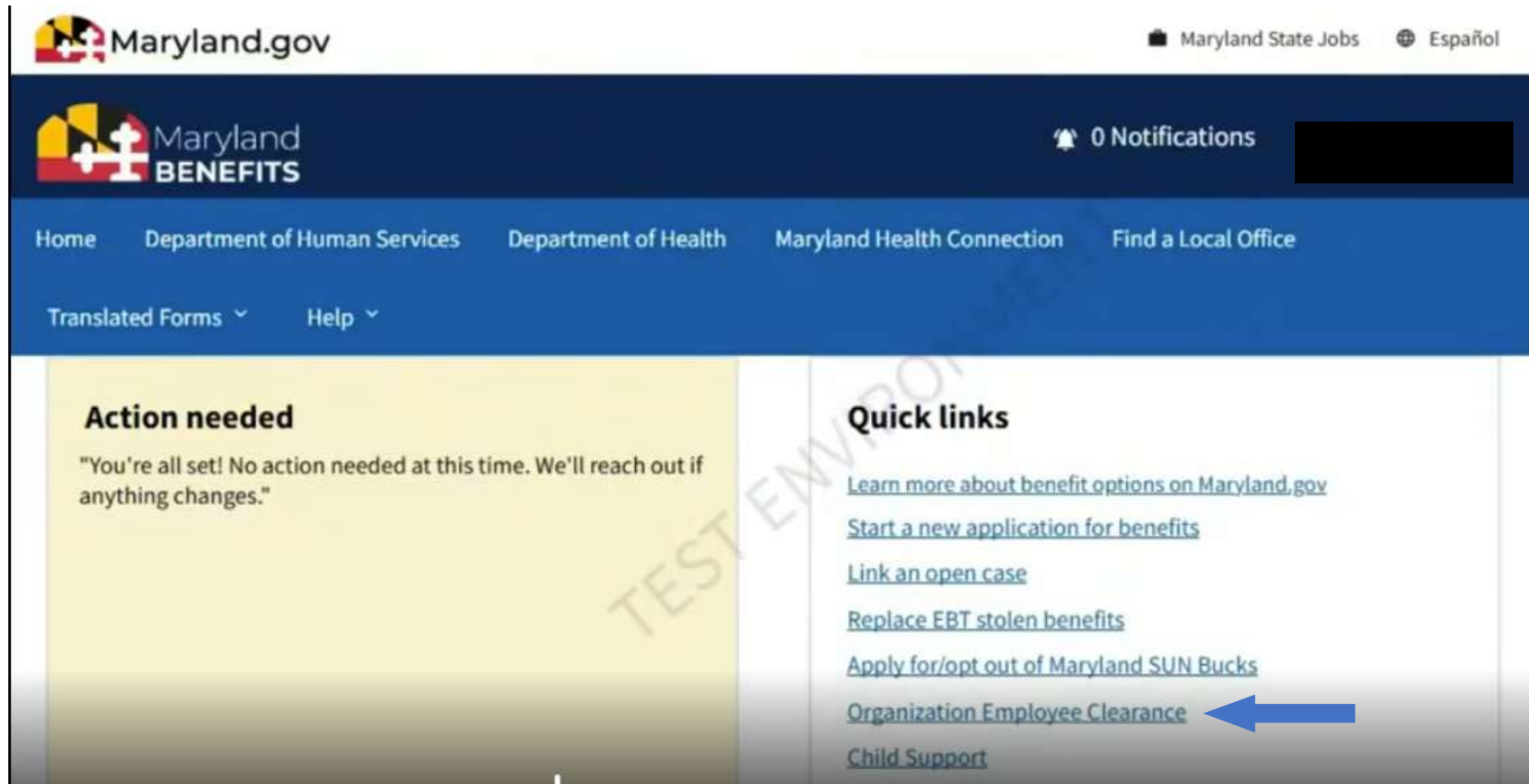
We're here to help parents and kids get the support they need. You can apply for, track, and manage your child support services here.

[Go to My Child Support dashboard](#)

Announcements

- [Earned Income Tax Credit: You've Earned It, Now Claim It!](#)
- [New Child Support Dashboard Launching February 26, 2026](#)
- [Service Update](#)
- [SUN Bucks Application Alert!](#)
- [See all Announcements](#)

Under Quick Links, select **Organization Employee Clearance**



The screenshot shows the Maryland BENEFITS website interface. At the top, there's a header with the Maryland.gov logo, 'Maryland State Jobs', and 'Español'. Below this is a dark blue navigation bar with the Maryland BENEFITS logo, '0 Notifications', and a user profile icon. A secondary blue navigation bar contains links for 'Home', 'Department of Human Services', 'Department of Health', 'Maryland Health Connection', and 'Find a Local Office'. Below this are 'Translated Forms' and 'Help' with dropdown arrows. The main content area is divided into two columns. The left column, titled 'Action needed', contains a message: 'You're all set! No action needed at this time. We'll reach out if anything changes.' The right column, titled 'Quick links', lists several links: 'Learn more about benefit options on Maryland.gov', 'Start a new application for benefits', 'Link an open case', 'Replace EBT stolen benefits', 'Apply for/opt out of Maryland SUN Bucks', 'Organization Employee Clearance' (highlighted with a blue arrow), and 'Child Support'. A large, faint 'TEST ENVIRONMENT' watermark is visible across the center of the page.

Select "Organization Employee Clearance"

Welcome to your personal myDHR Account Page. Use the helpful features below to manage your account, apply for DHS services, monitor your case status(es), manage your case activity, and more!

[Home](#)[Messages](#)[Applications](#)[Account](#)

Start a New Application

[Family Investment](#)[Report A Change](#)[Redetermination](#)[Emergency Assistance](#)[Child Support](#)[Organization Employee Clearance](#)

Emergency assistance application should be used to apply for assistance with Eviction/Foreclosure, and assistance with 1st month rent, Utilities shut off and Burial Assistance.

Hover over the buttons above for a brief description of the application.

Upon submitting the passcode, the Landing Page opens. Select “New Application”.

Hello [REDACTED]

Welcome to your personal CPS Page. Use the helpful features below to manage your account, apply for DHR services, monitor your case status(es), manage your case activity, and more!

[Home](#)
[New Application](#)
[Account](#)

Open New Application link

Year: All Years Statistics Export

Status: All
 Year End: 2023
 DHR processed: Please Select One

First Name: First Name
 Last Name: Last Name

Control #: Control #
 Organization Name: Organization Name

SEARCH Reset

#	Control#	First Name	Last Name	Organization Name	Type	Status	Date	#of Days	DHR processed	Actions
---	----------	------------	-----------	-------------------	------	--------	------	----------	---------------	---------

In section B Select “Youth Camp Personnel Administrator” if submitting and application for an “Administrator” or “Youth Camp Worker/Volunteer”; then select County, City, and Agency Name. The remaining fields will pre-populate from your profile.

B. RELEASE TO AN AGENCY/INDIVIDUAL RELATED TO:

- | | | | |
|---|---|---|---|
| ☐ Adoption* | ☐ CASA |  | ☐ Youth Camp Personnel Administrator* |
| ☐ Foster Care | ☐ Custody Evaluation |  | ☒ Youth Camp Worker/Volunteer* |
| ☐ Kinship Care | ☐ Day Care Center | | ☐ Individual Clearance* |
| ☐ International Adoption | ☐ Family Day Care | | ☐ Other (Specify) |
| ☐ School Personnel* | ☐ Community Mgmt. Entity | | |
| ☐ Institutional Employee* | ☐ DHS Child Placement Agency* | | |

County *

City *

Agency/Individual Name *

Name Of Agency Representative

Agency Address

Representative's Phone Number

Representative's Email

Have you lived in Maryland in the past? ☒ Yes ☐ No

Have you worked or volunteered in Maryland in the past? ☐ Yes ☐ No

If Yes to either question, from what years

Back

Next



ISO 9001:2015 - INFORMATION TECHNOLOGY MANAGEMENT SYSTEM



ISO 9001:2015 - QUALITY MANAGEMENT SYSTEM



ISO 9001:2015 - INFORMATION TECHNOLOGY MANAGEMENT SYSTEM



MASTERY LEVEL 3 CERTIFIED BY CMMI FOR DEVELOPMENT OF IT AND SERVICES V3



MASTERY LEVEL 3 CERTIFIED BY CMMI FOR DEVELOPMENT OF IT AND SERVICES V3

The response for the remaining application refer to the Applicant

County *

City *

Agency/Individual Name *

Name Of Agency Representative

Agency Address

Representative's Phone Number

Representative's Email

Applicant's response

Applicant's response

Have you lived in Maryland in the past? ☒ Yes ☐ No

Have you worked or volunteered in Maryland in the past? ☐ Yes ☐ No

If Yes to either question, from what years

Applicant must indicate what years for the previous Yes response.

Back Next

Select "Next to advance to page 2.

Complete All of the fields that apply

State of Maryland-Child Protective Services Program
CONSENT FOR RELEASE OF INFORMATION
 CPS BACKGROUND/ADAM WALSH BACKGROUND CLEARANCE REQUEST

PLEASE COMPLETE THIS FORM ON LINE AND THEN PRINT

Part 2: SEARCH INFORMATION (To be completed in full by individual whose name is being searched)

APPLICANT'S LAST NAME * Last Name Last Name is required	FIRST NAME * First Name First Name is required	MIDDLE NAME (Full) Middle Name	MAIDEN/BIRTH NAME Maiden/Birth Name
SOCIAL SECURITY NUMBER * Social Security Number		☐ I don't have SSN	
Date Of Birth * MM/DD/YYYY	Gender Please Select One...	RACE * Please Select One... Race is required	
OTHER NAMES USED Other Names			
NUMBER Num1	STREET NAME * Street Name	UNIT TYPE/# Unit Type/#	CITY * City
STATE * Maryland		ZIP CODE * Zip Code	COUNTRY * United States
DAYTIME TELEPHONE NUMBER * Phone		EMAIL ADDRESS * Email Address	

NOTE: If you do not have a Social Security Card check the “don’t have SSN” box, select the available document from the Document Type, scan and add the document with file name of the uploaded document type.

State of Maryland-Crisis Protective Services Program
CONSENT FOR RELEASE OF INFORMATION
 CPS BACKGROUND/ADAM WALSH BACKGROUND CLEARANCE REQUEST

PLEASE COMPLETE THIS FORM ON LINE AND THEN PRINT

Part 2: SEARCH INFORMATION (To be completed in full by individual whose name is being searched)

APPLICANT'S LAST NAME *	FIRST NAME *	MIDDLE NAME (Full)	MAIDEN BIRTH NAME
SOCIAL SECURITY NUMBER	☒ I don't have SSN		Document Type * Please Select One...
			File Uploaded * Add
Date of Birth *	Gender	Please Select One...	
OTHER NAMES USED			
NUMBER	STREET NAME *		
STATE *	ZIP CODE *	COUNTRY *	
DAYTIME TELEPHONE NUMBER *		EMAIL ADDRESS *	
Are you married? * ☐ Yes ☐ No The above question is required			
Do you have any children? * ☐ Yes ☐ No The above question is required			

PRIOR ADDRESSES (List all within the past 7 years in Maryland)

NUMBER	STREET NAME	CITY	STATE	ZIP CODE	FROM DATE	TO DATE
Add						

Acceptable documents in lieu of a Social Security Card:

- Birth Certificate
- Employment Authorization Document (AED) for I-766
- Government Issued Identification providing proof of identity and age
- Letter from the Department of Social Security handling your case
- Passport
- Proof of Social Security
- Real ID
- Unaccompanied Minor/Unaccompanied Person Letter from Homeland Security

Marital Status:

- If the Applicant is married the following information must be provided:

Are you married? • ☒ Yes ☐ No

CURRENT SPOUSE

LAST NAME •

Last Name

FIRST NAME •

First Name

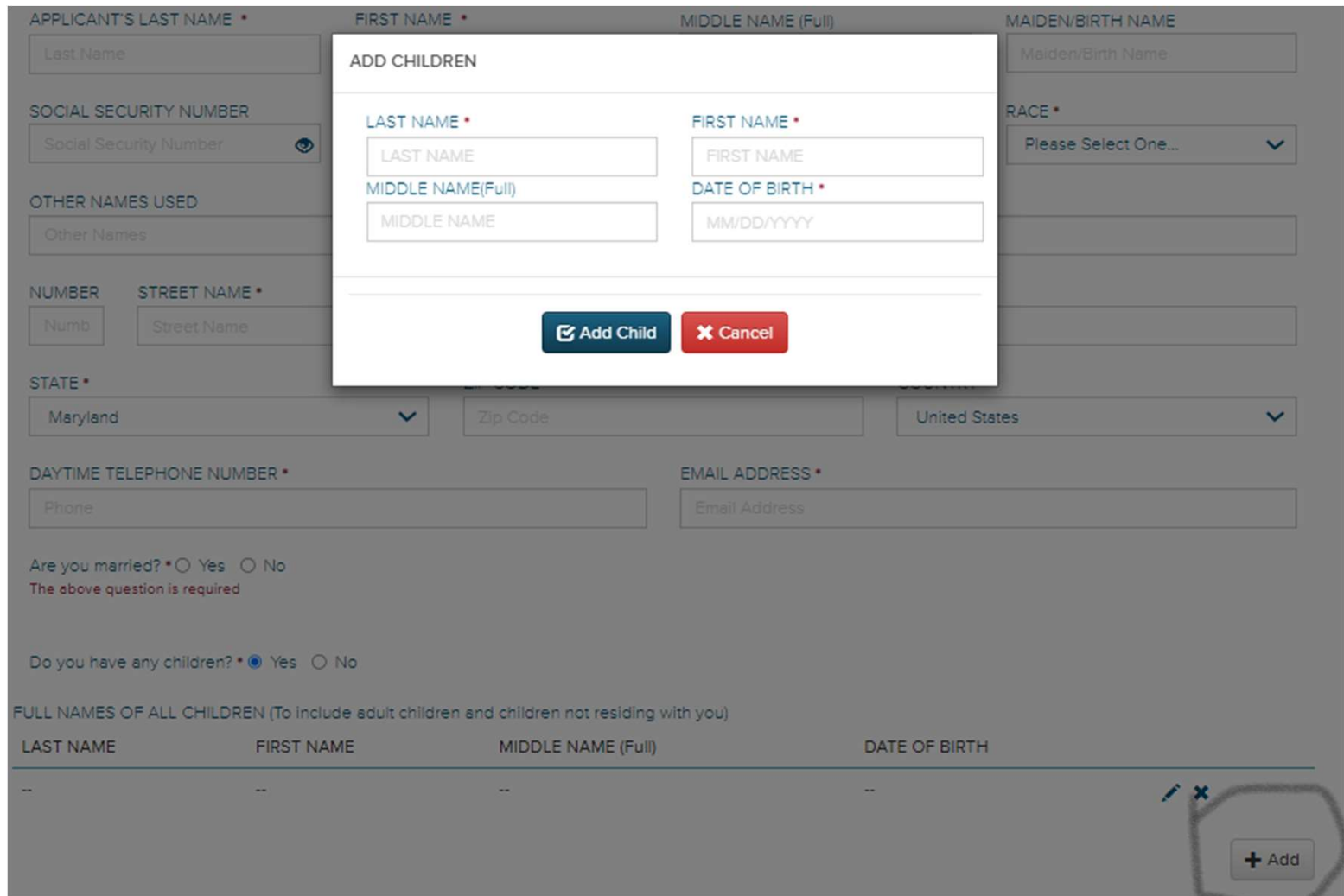
MIDDLE NAME(Full)

Middle Name

DATE OF BIRTH •

MM/DD/YYYY

If the Applicant respond “Yes” to having children, select the +Add button and enter the Full Name and Date of Birth for each child



APPLICANT'S LAST NAME * FIRST NAME * MIDDLE NAME (Full) MAIDEN/BIRTH NAME

Last Name Maiden/Birth Name

SOCIAL SECURITY NUMBER

Social Security Number

OTHER NAMES USED

Other Names

NUMBER STREET NAME *

Numb Street Name

STATE *

Maryland Zip Code United States

DAYTIME TELEPHONE NUMBER *

Phone

EMAIL ADDRESS *

Email Address

Are you married? * ☐ Yes ☐ No
The above question is required

Do you have any children? * ☒ Yes ☐ No

FULL NAMES OF ALL CHILDREN (To include adult children and children not residing with you)

LAST NAME	FIRST NAME	MIDDLE NAME (Full)	DATE OF BIRTH
--	--	--	--

+ Add

Prior Addresses

The Applicant must enter all prior addresses within the past 7 years only. Select the +Add button and add the address(es) and Dates. Select “Save” to complete the form.

Other Names

NUMBER STREET NAME *

Numb Street Name

STATE *

Maryland

DAYTIME TELEPHONE NUMBER *

Phone

Are you married? * ☐ Yes ☐ No
The above question is required

Do you have any children? * ☐ Yes ☐ No
The above question is required

PRIOR ADDRESSES (List all within the past 7 years in Maryland.)

NUMBER	STREET NAME	CITY	STATE	ZIP CODE	FROM DATE	TO DATE
ADD ADDRESS NUMBER STREET NAME * CITY * STATE * ZIP CODE * FROM DATE TO DATE NUMBER STREET NAME CITY Maryland ZIP CODE MM/DD/YYYY MM/DD/YYYY Add Address Cancel						

Back

Save

+ Add

Download and print the application and select the “Back to Home” button

[Home](#) [New Application](#) [Account](#)

Your application has been successfully saved.

Please use the application number C202325018 for future reference.

Please view/download the application using the 'DOWNLOAD' button below.

[Back To Home](#) [Download](#)

(Please disable your **POPUP BLOCKER** in order to view or download the application)

Print and Review the application for accuracy before Notarization.

State of Maryland-Child Protective Services Program
CONSENT FOR RELEASE OF INFORMATION
CPS BACKGROUND/ADAM WALSH BACKGROUND CLEARANCE REQUEST

*******PLEASE COMPLETE THIS FORM ON LINE AND THEN PRINT *******

Application Number : C202325018
 Date Entered : 11/13/2023

Part I: PURPOSE OF SEARCH

A. RELEASE TO SELF:

☐ 1. To determine if I have been found responsible for an "indicated" disposition for a child abuse or neglect investigation.
☐ 2. To determine if I have any remaining appeal rights.

B. RELEASE TO AN AGENCY/INDIVIDUAL RELATED TO:

☐ Adoption ☐ School Personnel ☐ Day Care Center ☐ Youth Camp Personnel Administrator
☐ Foster Care ☐ Institutional Employee ☐ Family Day Care ☐ Youth Camp Worker/Volunteer
☐ Kinship Care ☐ CASA ☐ Community Mgmt. Entity ☐ Other (Specify)
☐ International Adoption ☐ Custody Evaluation ☐ DHS Child Placement Agency

Agency/Individual Name: Baltimore Adolescent Treatment Guidance Organization, Inc. Name of Agency Representative: Vonda Leighton
 Agency Address (To include street # and name, unit type and #, city, state and zip code): 2901 Druid Park Drive Suite A103, Baltimore, MD Representative's Phone Number: (443) 902-2962
 Representative's Email: Vonda.Leighton@maryland.gov

Part II: SEARCH INFORMATION (To be completed in full by individual whose name is being searched)

APPLICANT'S LAST NAME: Doe FIRST NAME: Papa MIDDLE NAME (Full): MAIDEN/BIRTH NAME:
 SOCIAL SECURITY NUMBER: 157-41252 DATE OF BIRTH: 9/15/1970 SEX: ☒ Male ☐ Female RACE: Native American
 OTHER NAMES USED:

NUMBER: 915 STREET NAME: N Calvert St UNIT TYPE/#: 3 CITY: Baltimore STATE: Maryland ZIP CODE: 21202 COUNTRY: USA
 DAYTIME TELEPHONE NUMBER: (410) 555-1212 EMAIL ADDRESS: Nathaniel.Madden@maryland.gov

CURRENT SPOUSE
 LAST NAME: Doe FIRST NAME: Mama MIDDLE NAME (Full): DATE OF BIRTH: 3/20/1968

FULL NAMES OF ALL CHILDREN (To include adult children and children not residing with you)

LAST NAME	FIRST NAME	MIDDLE NAME (Full)	DATE OF BIRTH
Doe	Baby		11/12/2020

Have you lived in Maryland in the past? ☐ Yes ☐ No Have you worked or volunteered in Maryland in the past? ☐ Yes ☐ No
 If yes to either question, from what years: 2023

Application Number : C202325018

PRIOR ADDRESSES (List all within the past 7 years in Maryland.)

NUMBER	STREET NAME	CITY	STATE	ZIP CODE	DATE FROM	DATE TO
19	N. Bentlous st.	Baltimore	Maryland	21223	12/20/1989	02/15/1995

Part III: AUTHORIZATION

Pursuant to Code of Maryland Regulations § 07.02.07, pertaining to the confidentiality of Child Protective Services investigations and reports, I hereby authorize the Maryland Department of Human Resources (DHR) to notify Baltimore Adolescent Treatment Guidance Organization, Inc. (agency or individual as listed in Part I) as to whether a local department of social services has identified me as responsible for indicated child abuse or neglect in any record maintained by the Maryland Department of Human Resources, any local department of social services, and Child Protective Services.

*******STOP*****REVIEW THAT ALL SECTIONS ARE COMPLETE*******
*******PRINT THIS FORM BEFORE PROCEEDING TO PART IV*******

Part IV: SIGNATURE (If Applicant is under age 16, must be signed by Applicant's parent/guardian) **DATE**

(Print name of signature above)	
---------------------------------	--

PART V: CERTIFICATE OF ACKNOWLEDGEMENT OF INDIVIDUAL BEFORE A NOTARY PUBLIC

City/County of: _____ State of: _____

Acknowledged before me this _____ day of _____, 20____.

NOTARY PUBLIC _____

My Commission expires: _____

Uploading a Notarized Application

- All application created by the Background Clearance Administrator are Saved in the Portal
- An Applicant's record is found by searching by:
 - Status- "Saved"
 - "First Name", Last Name", or,
 - Control #

Open the record that you wish to attach the Notarized Application.

Status:

Saved

Year End:

2023

First Name:

First Name

Last Name:

Last Name

Control #:

C202325018

Organization Name:

Organization Name

DHR processed:

Please Select One

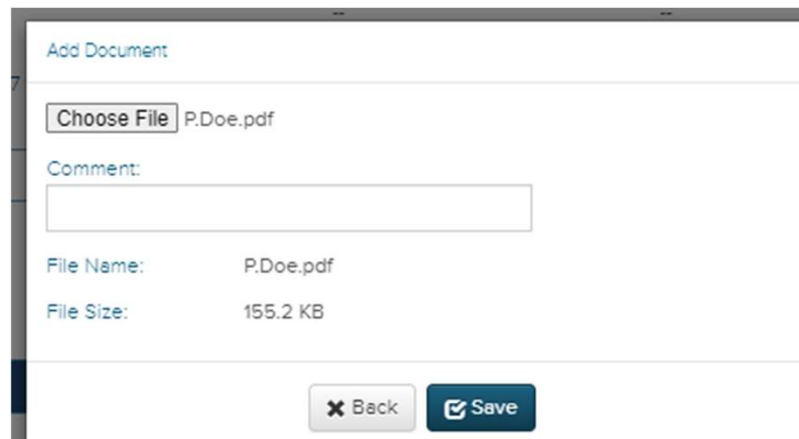
SEARCH

Reset

#	Control#	First Name	Last Name	Organization Name	Type	Status	Date	#of Days	DHR processed	Actions
1	C202325018	Papa	Doe	Baltimore Adolescent Treatment Guidance Organization, Inc.	DHS Child Placement Agency	Saved	11/13/2023	0		Select Open
2	C202332707	Joey	Doe II	Baltimore Adolescent Treatment Guidance Organization, Inc.	DHS Child Placement Agency	Application 11/13/2023 Voided				Open

Uploading and submitting the Notarized Application

- Scan the Notarized application to your computer (note: avoid log file names, extra spaces, and special characters in the file name)
- Open the record that you want to attach the document
- Scroll to the File Upload section
- Select the +Add button and attach the record and Save



The screenshot shows a web form titled "Add Document". It contains a "Choose File" button next to the text "P.Doe.pdf". Below this is a "Comment:" label followed by a text input field. Further down, it displays "File Name: P.Doe.pdf" and "File Size: 155.2 KB". At the bottom of the form are two buttons: "Back" with a close icon and "Save" with a checkmark icon.

Check the next steps to submit the application for a Background Clearance

File Upload + Add

#	File Name	Comments	Action
1	P.Doe.pdf		<button>Open</button>

☐ Notarized Document received and attached

Decision Type:

- ☐ Application Voided
- ☐ Submitted
- ☐ Hired
- ☐ Rejected
- ☐ Archived

Comments	Action	Date	Made By
Comments:			

Add Comment

ISO 9001:2015 - QUALITY MANAGEMENT SYSTEM
ISO 14001:2015 - ENVIRONMENTAL MANAGEMENT SYSTEM
ISO 27001:2013 - INFORMATION SECURITY MANAGEMENT SYSTEM
CMMI DEV V3
CMMI SVC V3

1. Check "Notarized Document received and attached"

2. Check "Submitted"

3. Press "Complete" to Submit the Application

Press "Back" to return to the landing page

Application Status Section

Year End: *
All Years

Statistics

Export

Status: *
All

Year End: *
2023

First Name:
First Name

Last Name:
Last Name

DHR processed:
Please Select One

Control #:
Control #

Organization Name:
Organization Name

SEARCH

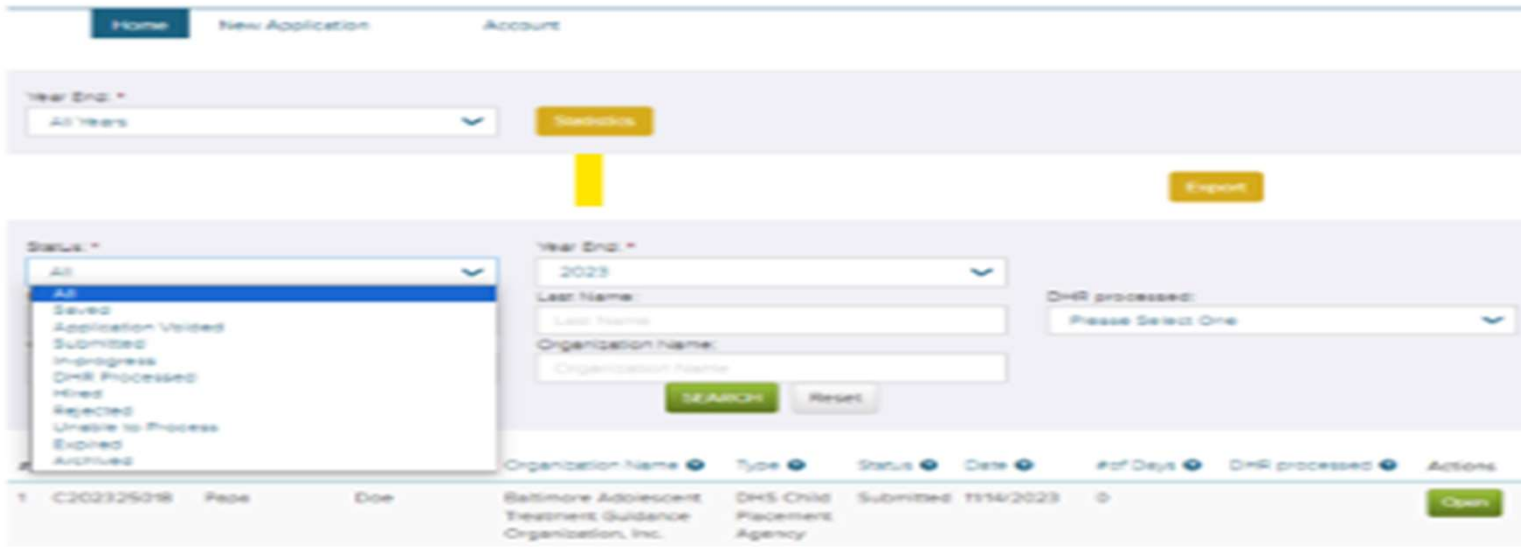
Reset

#	Control#	First Name	Last Name	Organization Name	Type	Status	Date	#of Days	DHR processed	Actions
1	C202325018	Papa	Doe	Baltimore Adolescent Treatment Guidance Organization, Inc.	DHS Child Placement Agency	Submitted	11/14/2023	0		Open



The status of all applications enter in the portal will appear in this section

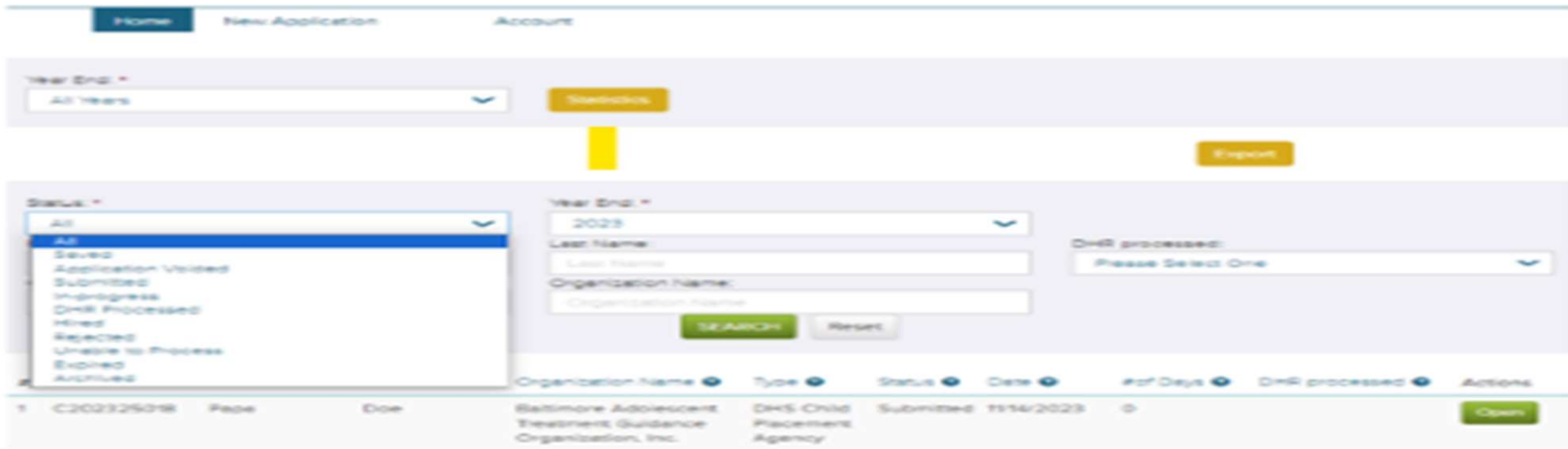
“Status Box” dropdown displays TEN options



The screenshot shows a web application interface with a navigation bar (Home, New Application, Account) and a search section. A yellow box highlights the 'Status' dropdown menu, which is open and displays ten options: All, Saved, Application Voided, Submitted, In Progress, DHR Processed, Hired, Rejected, Unable to Process, Expired, and Archived. The search section includes fields for Year End (2023), Last Name, Organization Name, and DHR processed (Please Select One). A table below the search section displays application records with columns: Organization Name, Type, Status, Date, # of Days, DHR processed, and Actions. The first record shows 'Baltimore Adolescent Treatment Guidance Organization, Inc.' with status 'Submitted' and date '11/14/2023'.

- **Saved** – An application that is in progress and has been saved
- **Application Voided** – An application that has been voided and is no longer valid
- **Submitted** – An application that has been submitted but no determination has been made
- **In Progress** – An application that is incomplete and is currently being worked on
- **DHR Processed** - An application that has been submitted, assigned and completed (determination made)

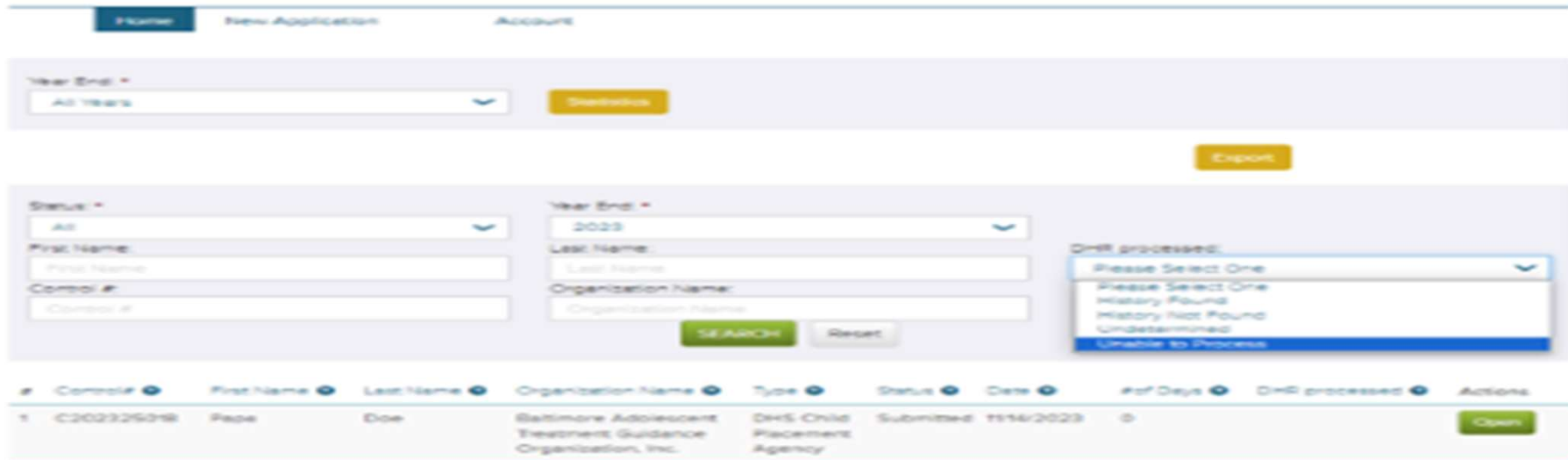
“Status Box” dropdown displays TEN options



The screenshot shows a web application interface with a navigation bar (Home, New Application, Account) and a search section. A yellow arrow points to the 'Status' dropdown menu, which is open and displays ten options: All, Saved, Application Voided, Submitted, In Progress, DHS Processed, Hired, Rejected, Unable to Process, Expired, and Archived. The search section includes fields for Year End (2023), Last Name, and Organization Name, with a 'SEARCH' button. Below the search section is a table with columns: Organization Name, Type, Status, Date, # of Days, DHS processed, and Actions. The table contains one record for 'Baltimore Adolescent Treatment Guidance Organization, Inc.' with status 'Submitted' and date '11/16/2023'.

- **Hired** – An application where the candidate was selected for employment
- **Rejected** – An application where the candidate was not selected for employment
- **Unable to Process** – An application that has been submitted, assigned to a DHS worker and deemed unable to process due to missing or incorrect information.
- **Expired** - An application that is no longer valid as the amount of time allowed to complete it has elapsed
- **Archived** - An older application that is currently kept in archives

The DHS processed has four categories



The screenshot shows a web application interface for processing DHS applications. At the top, there are tabs for 'Home', 'New Application', and 'Accounts'. Below this, there's a 'Year End' dropdown menu set to 'All Years' and a 'Deselect' button. An 'Export' button is also visible. The main search area includes fields for 'Status' (set to 'All'), 'First Name', 'Last Name', 'Control #', and 'Organization Name'. There are also 'Year End' and 'Deselect' buttons for the search filters. A 'SEARCH' button and a 'Reset' button are at the bottom of the search area. To the right, a dropdown menu for 'DHS processed' is open, showing options: 'Please Select One', 'History Found', 'History Not Found', 'Undetermined', and 'Unable to Process'. Below the search area is a table with columns: #, Control #, First Name, Last Name, Organization Name, Type, Status, Date, # of Days, DHS processed, and Actions. The table contains one row with the following data: # 1, Control # C202325018, First Name Pepe, Last Name Doe, Organization Name Baltimore Adolescent Treatment Guidance Organization, Inc., Type DHS Child Placement Agency, Status Submitted, Date 11/16/2023, # of Days 0, DHS processed (empty), and Actions (Open button).

- **History Found** – The applicant **has been found** to be the **identified** “Maltreator” in a **finalized** CPS investigation
- **History Not Found** – The applicant **has not been** found to be the “Maltreator” (M) in a CPS investigation
- **Undetermined** – The applicant **has been found** to be the **identified** “Alleged Maltreator” (AM) in an incomplete or un-finalized investigation.
- **Unable to Process** – The application can not be completed due to incorrect or missing information

How to retrieve the Application Background Clearance Results

- The findings of a Background Clearance is complete when:
 - The application Status is “DHR Processed”, and,
 - The “DHR processed” decision is:
 - History Found
 - History Not Found
 - Undetermined
 - Unable to Process
 - An email is sent to the background clearance originator and the result are available in the last Comments section of the record to View/Print.

Frequently Asked Questions (FAQ)

Is a Social Security Number (SSN) required to complete a CPS History Clearance application in the MyDHR Portal?

The application can be completed without the SSN but this should only be done under limited circumstances.

Is the notary stamp or seal required?

The notary stamp or seal is not required as long as the entire written portion of the notary is completed and is not the same person as the applicant.

Who should I call if there are issues/concerns?

For technical issues contact:

Nathaniel Madden
Department of Human Services
Social Services Administration
25 S. Charles Street, Rm. 1143D
Baltimore, MD 21201

Email: Nathaniel.Madden@maryland.gov

Cell-phone: 443-977-7603

For Processing issues/Support contact:

Email: Tramaine.Thaxton1@maryland.gov

For the status of a submitted application email the request to:

mdcps.clearances1@maryland.gov



Thank You