



Thank you registering for the
myDHR CPS Background Portal



ISO 27001:2005 - INFORMATION SECURITY MANAGEMENT SYSTEM

ISO 9001:2008 - QUALITY MANAGEMENT SYSTEM

ISO 20000:2005 - INFORMATION TECHNOLOGY SERVICE MANAGEMENT

MATURITY LEVEL 3 CERTIFIED BY CBQI FOR DEVELOPMENT VS. 6 AND SERVICE VS. 3

MATURITY LEVEL 3 CERTIFIED BY CBQI FOR DEVELOPMENT VS. 6 AND SERVICE VS. 3



CPS Employee Background Clearance Portal Orientation

Training Slide Deck – Summer Camp Administrator



ISO 27001:2017 - INFORMATION SECURITY MANAGEMENT SYSTEM

ISO 9001:2015 - QUALITY MANAGEMENT SYSTEM

ISO 20000:2018 - IT SERVICE MANAGEMENT

MATURITY LEVEL 3 CERTIFIED BY CBQI FOR DEVELOPMENT V2.0 AND SERVICES V2.0

MATURITY LEVEL 3 CERTIFIED BY CBQI FOR DEVELOPMENT V2.0 AND SERVICES V2.0

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://)

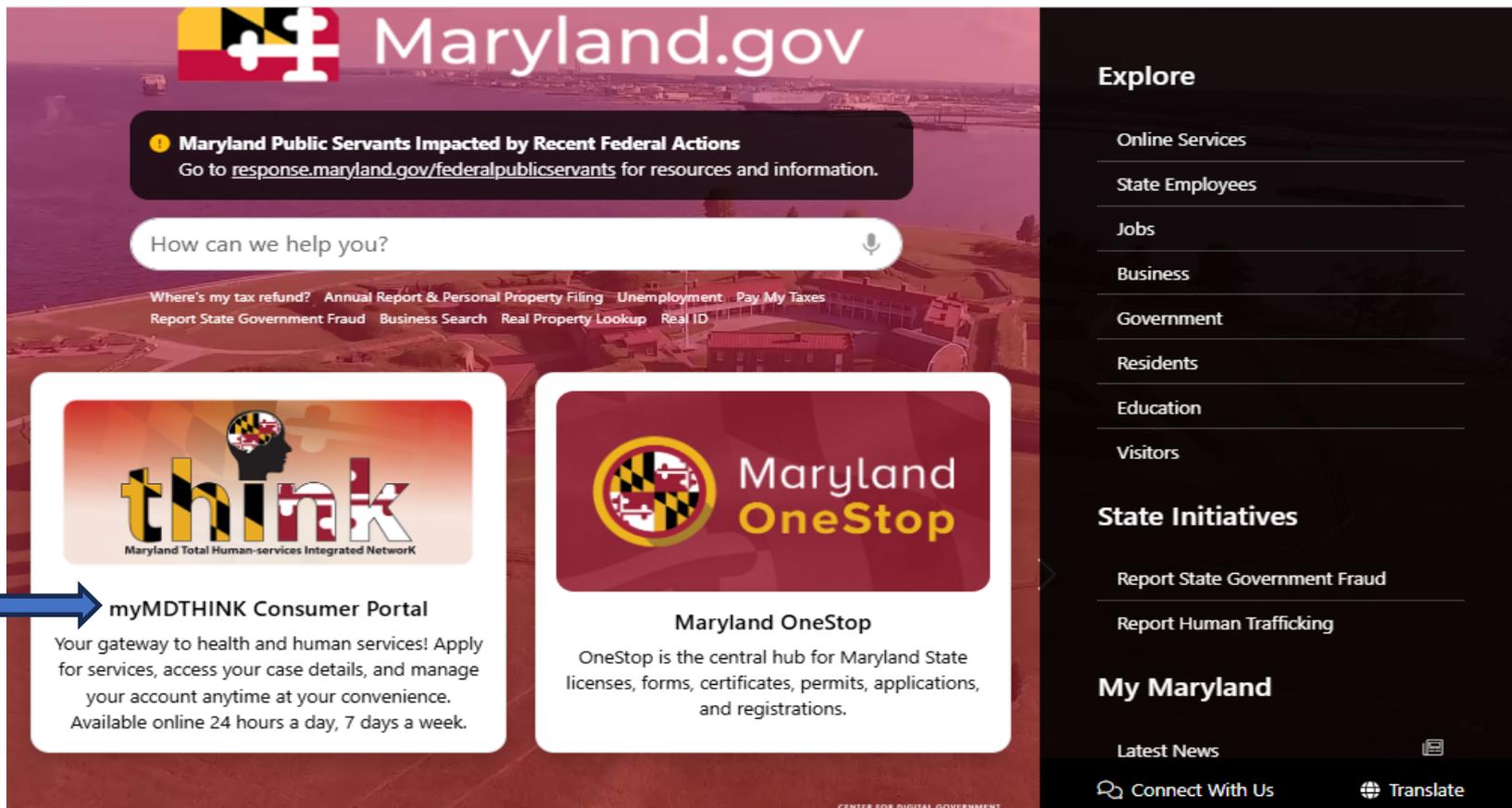


Enter

<https://www.maryland.gov/Pages/default.aspx>.

Select myMDTHINK Consumer Portal

<https://www.maryland.gov/Pages/default.aspx>



Maryland.gov

1 Maryland Public Servants Impacted by Recent Federal Actions
Go to response.maryland.gov/federalpublicservants for resources and information.

How can we help you?

Where's my tax refund? Annual Report & Personal Property Filing Unemployment Pay My Taxes
Report State Government Fraud Business Search Real Property Lookup Real ID

think
Maryland Total Human-services Integrated Network

myMDTHINK Consumer Portal
Your gateway to health and human services! Apply for services, access your case details, and manage your account anytime at your convenience. Available online 24 hours a day, 7 days a week.

Maryland OneStop
OneStop is the central hub for Maryland State licenses, forms, certificates, permits, applications, and registrations.

Explore

- Online Services
- State Employees
- Jobs
- Business
- Government
- Residents
- Education
- Visitors

State Initiatives

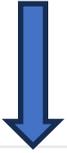
- Report State Government Fraud
- Report Human Trafficking

My Maryland

- Latest News
- Connect With Us
- Translate

CENTER FOR DIGITAL GOVERNMENT

Navigate to the myMDTHINK Page - Click Sign In



Maryland.gov Maryland State Jobs 🌐 Español

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](#)

Select the “Login tomyMDTHINK” button

Maryland.gov Maryland State Jobs 🌐 Español

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](#)

Which account do you want to log into?

Food, cash, or energy assistance, or medical assistance for older adults and people with disabilities.

Log in to your myMDTHINK account where you can access your information related to your food, cash, energy, or medical assistance case or application.

Login to myMDTHINK



Child support

Log in to your Child Support account where you can access your information related to your child support case or application.

 Login to Child Support

Enter Email Address and Password and “Sign In”

Login to Your Account

Username:

Password:

[I've forgotten my password](#)

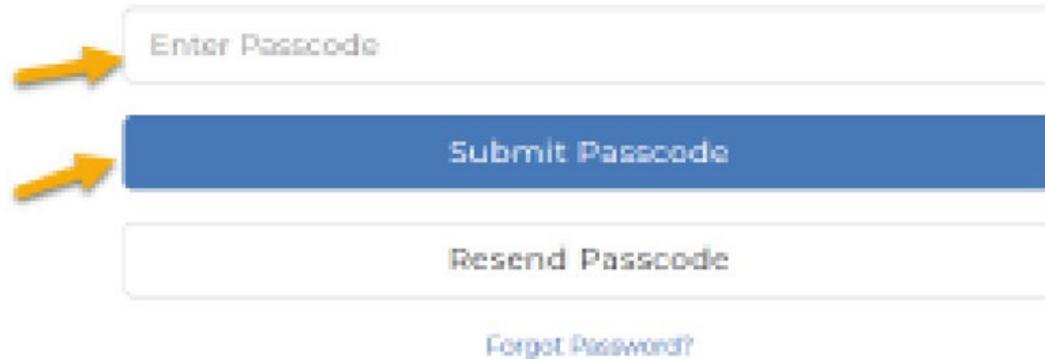
SIGN IN



[Create an account](#)

[Sign-In Help Videos](#)

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



Enter Passcode

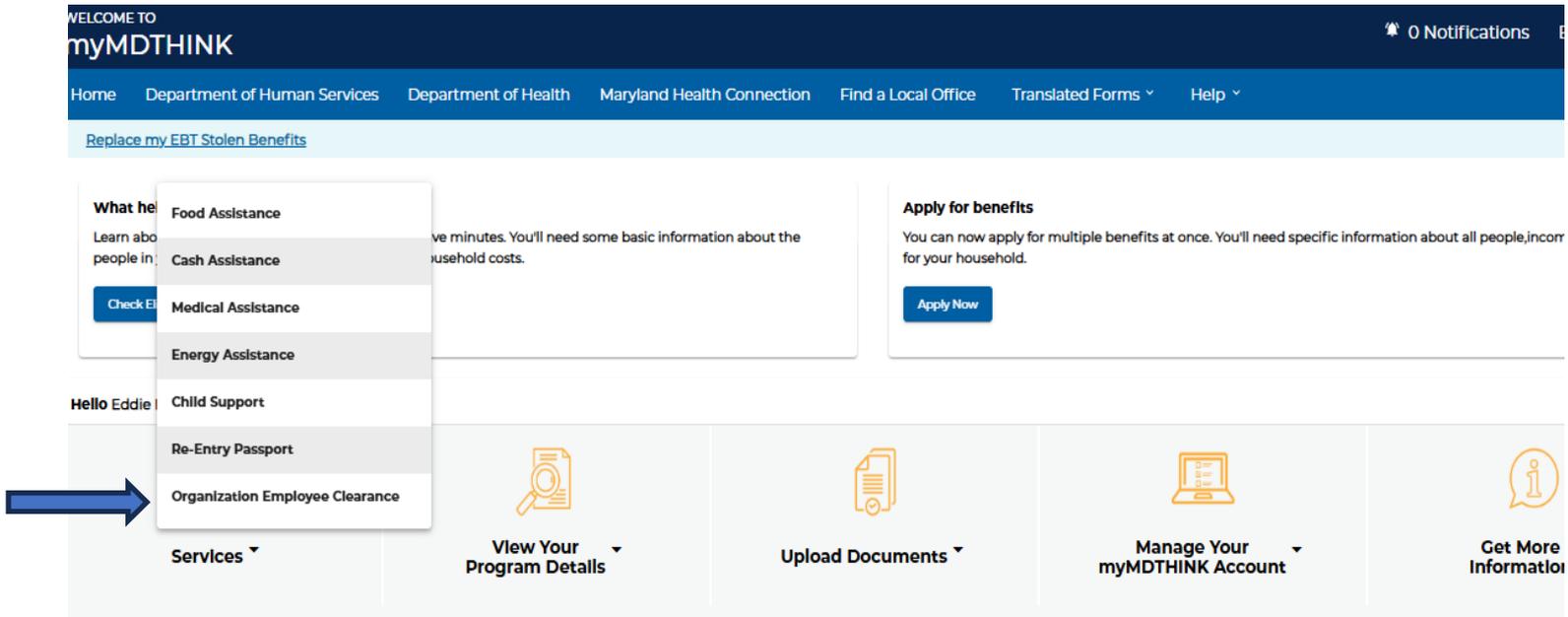
Submit Passcode

Resend Passcode

[Forgot Password?](#)

The image shows a user interface for entering a passcode. It consists of three main elements: a text input field labeled "Enter Passcode", a blue button labeled "Submit Passcode", and a button labeled "Resend Passcode". Two yellow arrows point to the input field and the "Submit Passcode" button. Below these buttons is a link labeled "Forgot Password?".

Under Services, click on “Organization Employee Clearance”



The screenshot shows the myMDTHINK website interface. At the top, there is a dark blue header with the text "WELCOME TO myMDTHINK" and a notification bell icon showing "0 Notifications". Below the header is a navigation bar with links for "Home", "Department of Human Services", "Department of Health", "Maryland Health Connection", "Find a Local Office", "Translated Forms", and "Help". A light blue banner below the navigation bar contains the link "Replace my EBT Stolen Benefits".

The main content area features a "What help do you need?" section with a dropdown menu. The dropdown menu is open, showing options: "Food Assistance", "Cash Assistance", "Medical Assistance", "Energy Assistance", "Child Support", "Re-Entry Passport", and "Organization Employee Clearance". A blue arrow points to the "Organization Employee Clearance" option. Below the dropdown menu is a "Services" dropdown menu.

Below the "Services" dropdown menu are five service tiles:

- View Your Program Details**: Represented by a magnifying glass icon.
- Upload Documents**: Represented by a document icon with a checkmark.
- Manage Your myMDTHINK Account**: Represented by a laptop icon.
- Get More Information**: Represented by an information icon.

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

First Name:

First Name

Last Name:

Last Name

DHR processed:

Please Select One

Control #:

Control #

Organization Name:

Organization Name

SEARCH

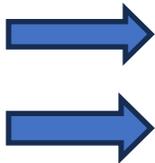
Reset

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

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:

- | | | | |
|---|---|---|---|
| <input type="radio"/> Adoption* | <input type="radio"/> CASA |  | <input type="radio"/> Youth Camp Personnel Administrator* |
| <input type="radio"/> Foster Care | <input type="radio"/> Custody Evaluation |  | <input checked="" type="radio"/> Youth Camp Worker/Volunteer* |
| <input type="radio"/> Kinship Care | <input type="radio"/> Day Care Center | | <input type="radio"/> Individual Clearance* |
| <input type="radio"/> International Adoption | <input type="radio"/> Family Day Care | | <input type="radio"/> Other (Specify) |
| <input type="radio"/> School Personnel* | <input type="radio"/> Community Mgmt. Entity | | |
| <input type="radio"/> Institutional Employee* | <input type="radio"/> 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](#)

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.

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 * <input type="text" value="Last Name"/> <small>Last Name is required</small>	FIRST NAME * <input type="text" value="First Name"/> <small>First Name is required</small>	MIDDLE NAME (Full) <input type="text" value="Middle Name"/>	MAIDEN/BIRTH NAME <input type="text" value="Maiden/Birth Name"/>
SOCIAL SECURITY NUMBER * <input type="text" value="Social Security Number"/>	<input type="checkbox"/> I don't have SSN		
Date Of Birth * <input type="text" value="MM/DD/YYYY"/>	Gender <input type="button" value="Please Select One..."/>	RACE * <input type="button" value="Please Select One..."/> <small>Race is required</small>	
OTHER NAMES USED <input type="text" value="Other Names"/>			
NUMBER <input type="text" value="Num#"/>	STREET NAME * <input type="text" value="Street Name"/>	UNIT TYPE# <input type="text" value="Unit Type:#"/>	CITY * <input type="text" value="City"/>
STATE * <input type="button" value="Maryland"/>	ZIP CODE * <input type="text" value="Zip Code"/>	COUNTRY * <input type="button" value="United States"/>	
DAYTIME TELEPHONE NUMBER * <input type="text" value="Phone"/>		EMAIL ADDRESS * <input type="text" value="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-Civil Services Service Request
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 * <input type="text"/> <small>Last Name is required</small>	FIRST NAME * <input type="text"/> <small>First Name is required</small>	MIDDLE NAME (FNU) <input type="text"/>	MAIDEN-BIRTH NAME <input type="text"/>
SOCIAL SECURITY NUMBER <input type="text"/>	<input checked="" type="checkbox"/> don't have SSN	Document Type * <input type="text"/>	File Upload * <input type="button" value="Add"/>
Date Of Birth * <input type="text"/>	Gender <input type="text"/>	<div style="border: 1px solid black; padding: 5px;"> <p>Please Select One..</p> <ul style="list-style-type: none"> Please Select One.. Birth Certificate Employment Authorization Document (EAD) for H766 Government issued identification providing proof of identity and age Letter from the Department of Social Services handling your case Passport Proof of Social Security RealID Unaccompanied Minor/Unaccompanied Person Letter from Homeland Security Other Address </div>	
OTHER NAMES USED <input type="text"/>			
NUMBER <input type="text"/>	STREET NAME * <input type="text"/>		
STATE * <input type="text"/>	ZIP CODE * <input type="text"/>		
DAYTIME TELEPHONE NUMBER * <input type="text"/>			

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)

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

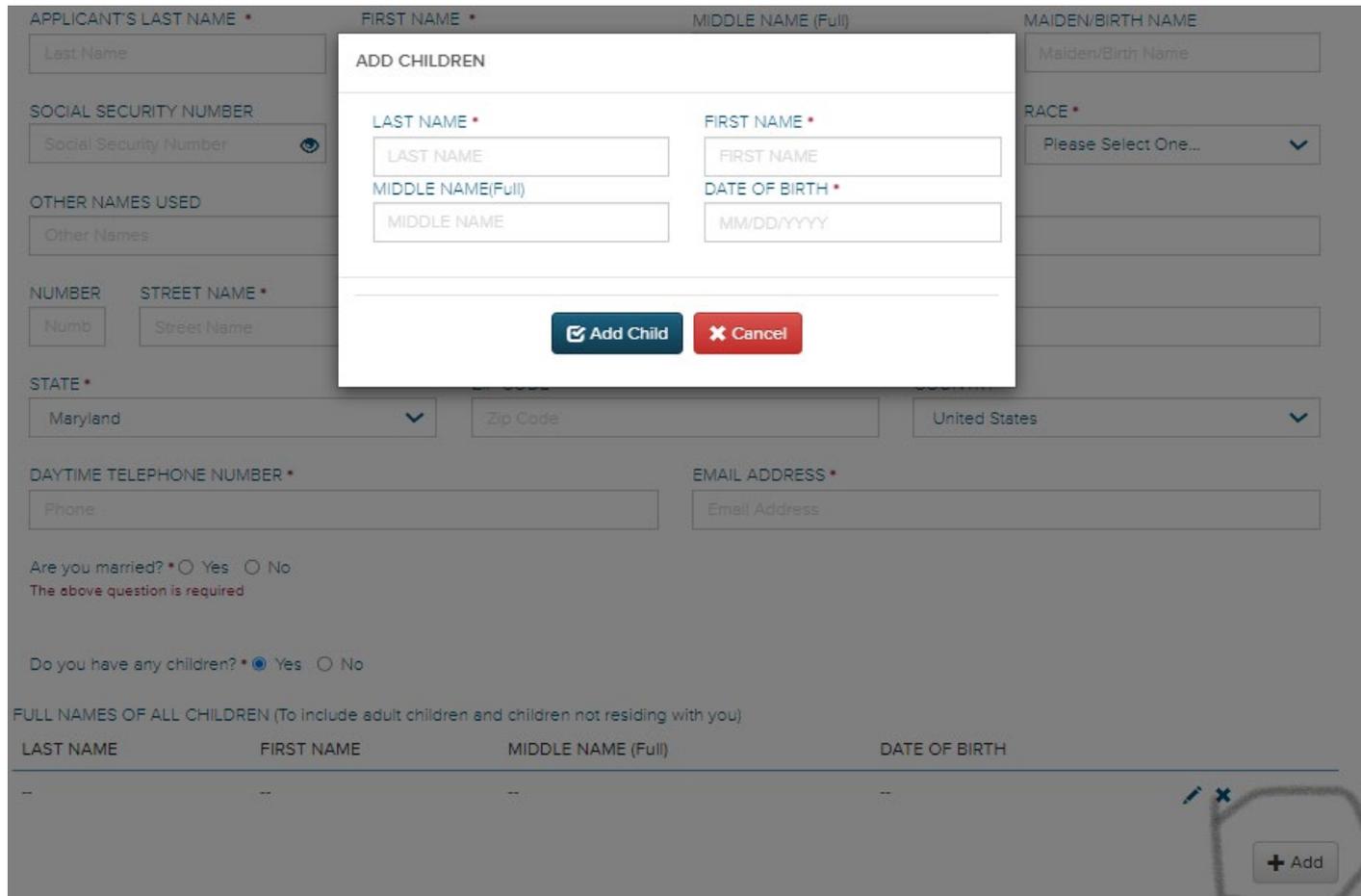
MIDDLE NAME (Full)

Middle Name

DATE OF BIRTH *

MMDD/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 *
Last Name

FIRST NAME *
FIRST NAME

MIDDLE NAME (Full)
MIDDLE NAME (Full)

MAIDEN/BIRTH NAME
Maiden/Birth Name

SOCIAL SECURITY NUMBER
Social Security Number

OTHER NAMES USED
Other Names

NUMBER
Numb

STREET NAME *
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

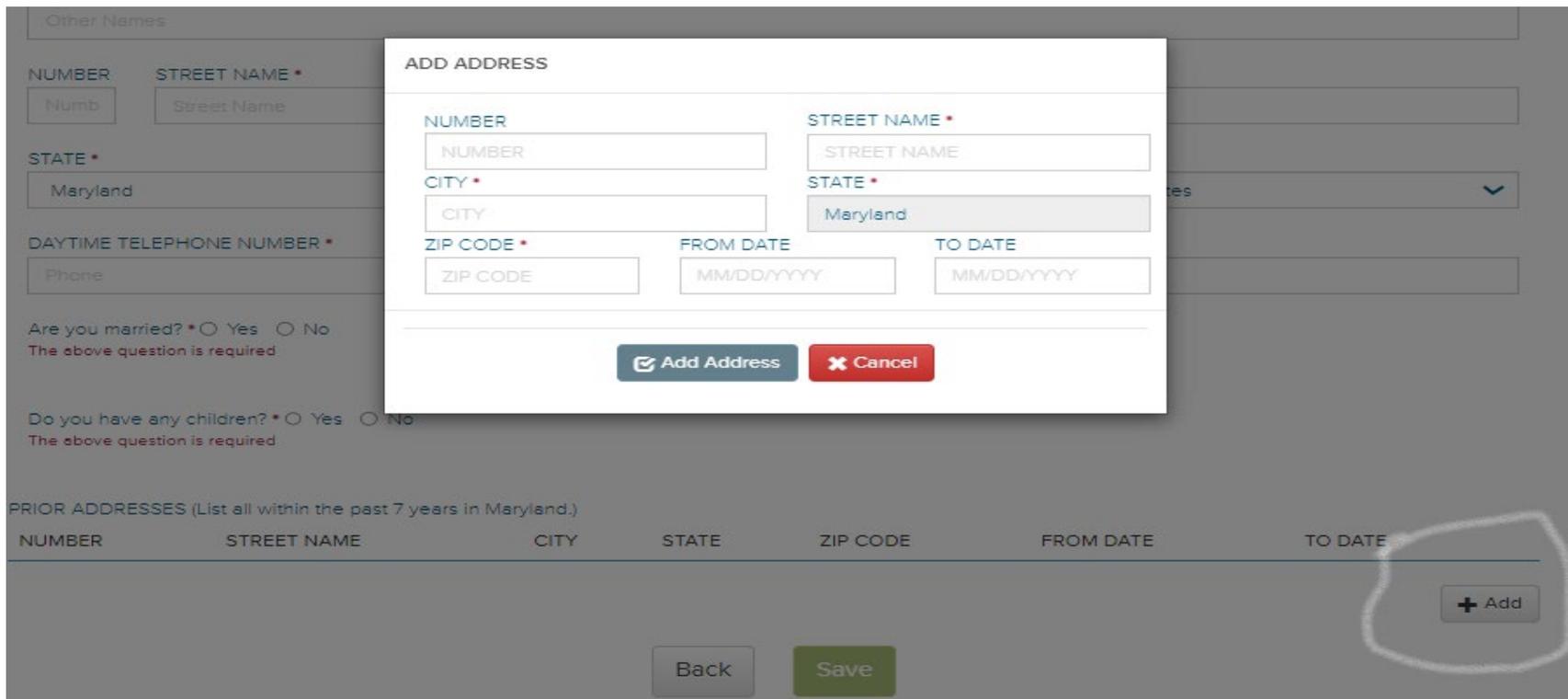
FULL NAMES OF ALL CHILDREN (To include adult children and children not residing with you)

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

+ Add

Prior Addresses

- The Applicant must enter all prior addresses withing 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

ADD ADDRESS

NUMBER STREET NAME *

NUMBER STREET NAME

CITY * STATE *

CITY Maryland

ZIP CODE * FROM DATE TO DATE

ZIP CODE MM/DD/YYYY MM/DD/YYYY

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

NUMBER	STREET NAME	CITY	STATE	ZIP CODE	FROM DATE	TO DATE
<input type="button" value="+ 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)

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 #

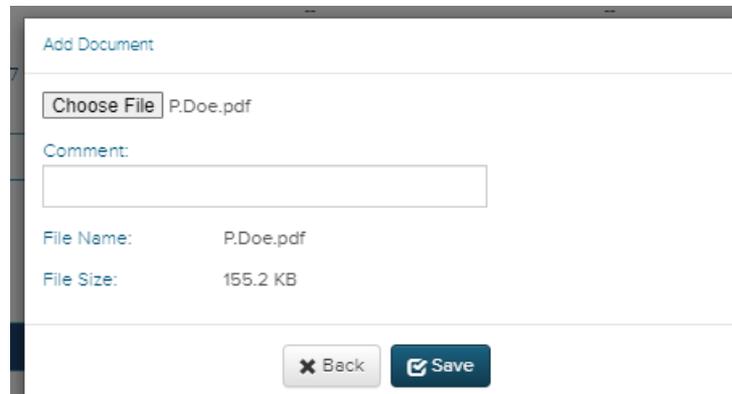
Open the record that you wish to attach the Notarized Application.

Status:
 Year End:
 First Name:
 Last Name:
 DHR processed:
 Control #:
 Organization Name:

#	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	<input type="button" value="Open"/>
2	C202332707	Joey	Doe II	Baltimore Adolescent Treatment Guidance Organization, Inc.	DHS Child Placement Agency	Application Voided	11/13/2023			<input type="button" value="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 features 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, the "File Name:" is listed as "P.Doe.pdf" and the "File Size:" is listed as "155.2 KB". At the bottom of the form, there are two buttons: a grey "Back" button with a close icon and a dark blue "Save" button 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		Open

Notarized Document received and attached

1. Check "Notarized Document received and attached"

Decision Type:

- Application Voided
- Submitted
- Hired
- Rejected
- Archived

2. Check "Submitted"

Comments	Action	Date	Made By
----------	--------	------	---------

Comments:

Add Comment

Press "Back" to return to the landing page

Back

Complete

3. Press "Complete" to Submit the Application

Application Status Section

Year End: *
 ▼ Statistics

Export

Status: * ▼ Year End: * ▼

First Name: Last Name: DHR processed: ▼

Control #: Organization Name:

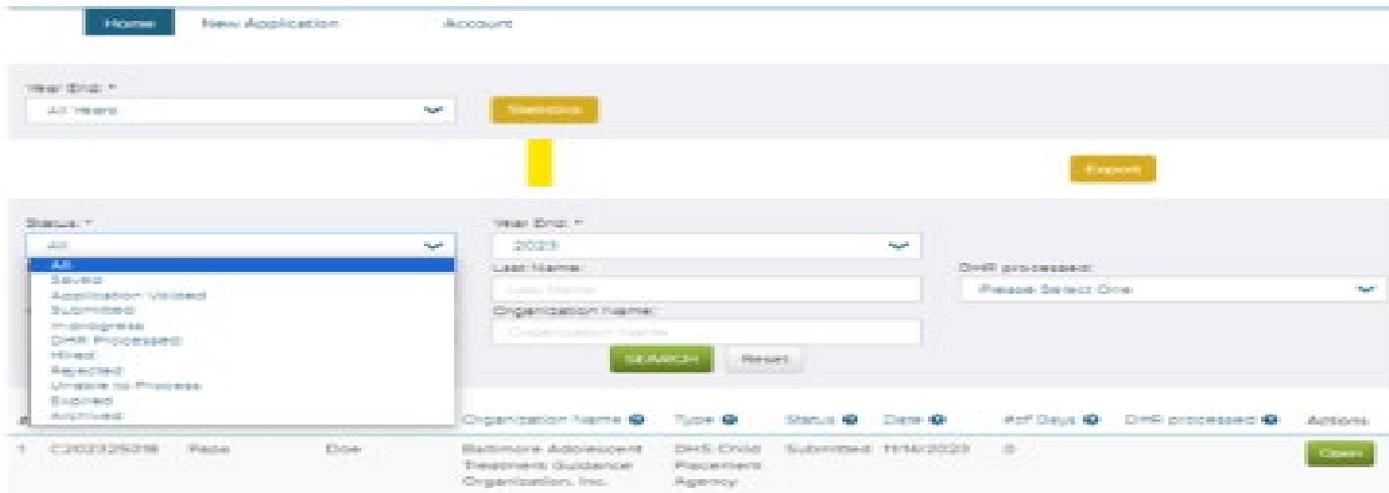
SEARCH Reset

#	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



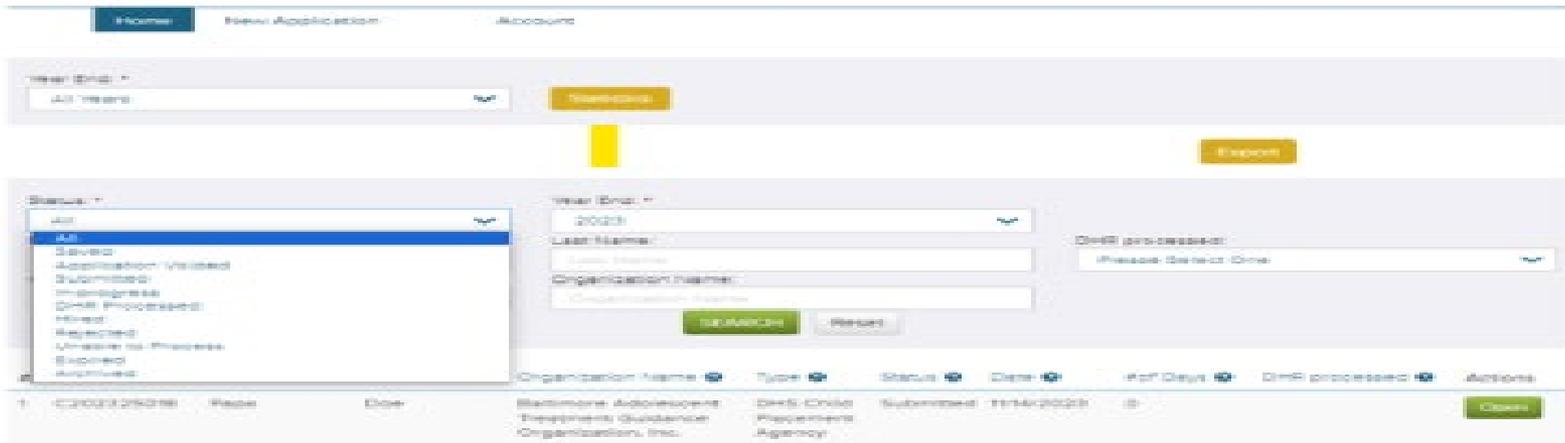
The status of all applications enter in the portal will appear in this section

“Status Box” dropdown displays TEN options



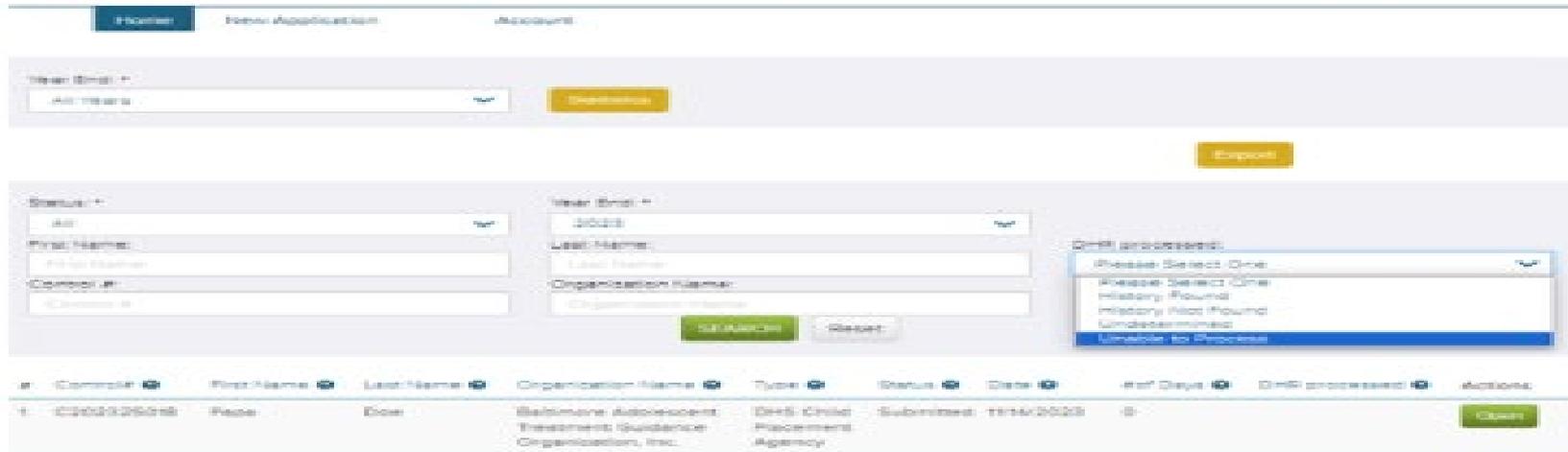
- **Saved** – An application that is in progress and has been saved
- **Application Voided** – An application that has been voided and is no longer valid
- **Submitted** – An application that has been submitted but no determination has been made
- **In Progress** – An application that is incomplete and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

“Status Box” dropdown displays TEN options



- **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



Control ID	First Name	Last Name	Organization Name	Type	Status	Date	Ref Days	DHS processed	Actions
0000026026	Pepe	Don	Baltimore Adolescent Treatment/Suicide Organization, Inc.	DHS Child Placement Agency	Submitted	11/14/2023	0	Unable to Process	Open

- **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



