

NORTH WAY CHRISTIAN COMMUNITY VOLUNTEER CLEARANCE INSTRUCTIONS

Pennsylvania Child Abuse History Certification – FREE

- Go to <https://www.compass.state.pa.us/cwis/public/home>
- Click on “Create Individual Account”
- Read the General Information provided, then click “Next”
 - Create a new Keystone ID by providing the required information and answering the security questions. Write down your created ID for later reference. Then, click “Finish”
- After completing your registration, you will receive two emails from the state. They will contain your created Keystone ID and a temporary password.
- Using that information, log in to <https://www.compass.state.pa.us/cwis/public/home> by clicking “Individual Login”
- Follow the instructions to set a permanent password. You will be taken back to the home page and asked to login with this new password.
- Read the Terms and Conditions. Check the “I have read...” statement and click “Next”
- Read through the disclosure information and click “Continue”
- Click on “Create Clearance Application”
- Review the information you will need and click “Begin”
 - Click on the “Volunteer Having Contact with Children:....” statement as your reason for submitting this application. Enter North Way Christian Community as the “Agency Name”; Click “Next”
- Enter the requested information: Name and Social Security Number *Note: You may opt not to provide your SSN. Should you choose not to, follow the instructions provided. This may delay your clearance or may require additional documentation.
- Enter your Current Address. Then, choose the delivery method for your clearance certificate. Click “Next”
- Enter all Previous Addresses. (Your current address has already been recorded) Use the “+” button to add all addresses that you have lived at since 1975. When finished, click “Next”
- Enter Household Members using the “+” button to add names. Then, click “Next”
- Review the Application Summary information. Scroll down to click “Next”
- Acknowledge that the information you entered is true and correct. Check the “I hereby certify....” and then type your name in the Signature box exactly as you entered it on the beginning page of this process. Then, click “Next”
 - Select “No” to the question of “Did the organization you are volunteering for provide a code for your application?” This clearance is free for volunteers and will not require a code. Click “Submit Application”
- Your Pennsylvania Child Abuse History Certification has been submitted. Your clearance will be sent to you via the delivery method you selected during this process.

For helpful FAQ, please see the next page.

FAQ as listed on the CWIS site:

How long does it take to receive a Pennsylvania Child Abuse History Clearance?

By law, all child abuse history clearance applications must be processed no later than 14 days from the receipt of the application (CY 113 form).

How do I obtain a copy of my clearance certificate?

You may obtain a copy of your Pennsylvania Child Abuse History Clearance in two ways. First, when filling out your online application you can indicate that you would like to receive a paper copy of your application on the "Current Address" screen. Otherwise, to obtain a copy of your clearance certificate you may log in to your Child Welfare Account and go to the "PA Child Abuse History Clearance Account" screen. Here you may view submitted and / or processed applications. All processed applications are available to view and print five years or 60 months from the date of when the application was submitted to ChildLine.

It's been over 14 days, why haven't I received my Pennsylvania Child Abuse History Clearance results?

If an application was mailed via the post office, please allow for mailing days through the post office. In other words, it may take 2 – 3 business days to reach our office from the time you mailed it to us. It may also take 2 – 3 business days from the date we mailed the results to the applicant.

If you used the online system to submit your application, you will still need to allow for the 14 days plus the 2-3 business days for the results to be mailed to you.

If you have allowed for the mailing days noted above AND it has been over 14 days since you mailed the application to our office and you have not received the results, please call 1-877-371-5422 to speak with a representative who will assist you.

Note: Even if an application is rejected and returned, we will still process the rejected application and mail the results to you no later than 14 days from the receipt of the application.

What do I do if I receive my Pennsylvania Child Abuse History Clearance results and my information on my certificate is incorrect?

You must return the original clearance to our office via post office mail. On the actual clearance result, draw a single line through your name using a black ink pen. Then, directly above that line, clearly PRINT the correct spelling of your name.

Return the original clearance result to:
ChildLine and Abuse Registry
Department of Human Services
ATTN: Return Reprint
P.O. Box 8170, Harrisburg, PA 17105-8170.

A new clearance result will be mailed within one week of receiving the original clearance at the ChildLine and Abuse Registry Office.

How long will my Pennsylvania Child Abuse History Clearance application be available to me?

- All saved Pennsylvania Child Abuse History Clearance applications, that have not yet been submitted, will be available to you for 6 months following the date of creation.
- All information submitted as part of the clearance application will be available to you for 10 years following the date of submission.
- All Pennsylvania Child Abuse History Certifications will be available for 60 months following the verification date.

Need further assistance or have a clearance question? Contact the CWIS Support Center at 1-877-343-0494.