

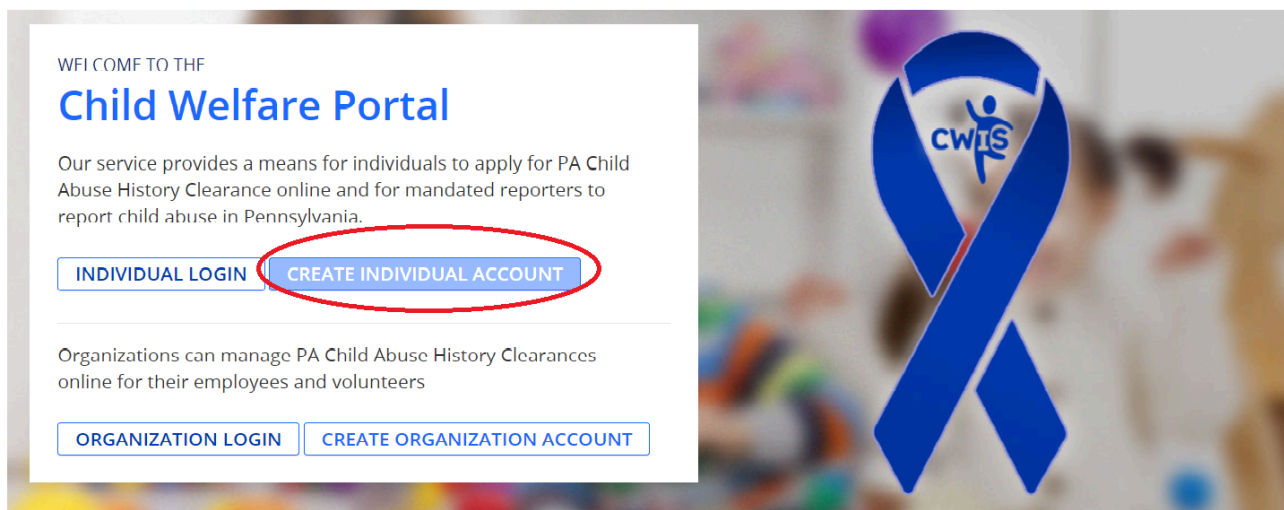
Obtaining ACT 33/34 Clearances As a NAMI Volunteer Guide

You will need to either create an Individual Account on the PA CWIS Website or log in with your Keystone ID to obtain your Child Abuse clearances.

WHAT IS A KEYSTONE ID? -- A Keystone ID is an online account used by the Pennsylvania Department of Human Services, Department of Labor & Industry or State Employees' Retirement System. If you have utilized online services with any of these departments in the past, you can log into your existing account. If you do not have an ID or are unsure you will need to create a new one using the steps provided below. **NOTE: Despite similar naming conventions, your Keystone ID is NOT provided by NAMI Keystone – a Keystone ID is utilized by the above-mentioned Pennsylvania government agencies and is in no way affiliated with NAMI or NAMI Keystone Pennsylvania nor does it confer membership with or affiliation to NAMI Keystone Pennsylvania.**

Setting up a Keystone ID:

1. Go to <https://www.compass.state.pa.us/cwis/public/home> and Select “Create Individual Account”



2. Read the information about Keystone IDs – if you do not have an existing Keystone ID, select “next”

Note: You may already have a Keystone ID if you have previously applied for Act 33/34 clearances or if you are a member of the State Employees' Retirement System, have registered with the state for [Disaster Training](#), or have received services through [COMPASS](#) or the Child Support System.

Create Keystone ID: General Information

1

General Information

2

Profile Information

Welcome!

The Commonwealth of Pennsylvania is improving how it provides online services to citizens! Several state agencies are working together to allow you to establish a Keystone ID which creates a single way to access several different state programs. Currently, the Keystone ID that you create and manage here can be used for:

Child Welfare Portal
Users of the Child Welfare Portal can apply for a Pennsylvania child abuse history clearance or submit child abuse referrals.

SERS' Online Member Services
Members of the State Employees' Retirement System can get statements, run estimates, and more.

Disaster Training Registration
The Disaster Training Registration allows Individuals to search for and attend courses related to disaster situations.

COMPASS
COMPASS is an online application for Pennsylvanians to apply for many health and human service programs.


Child Support
Clients can apply for support services and view information about their support cases on the Child Support Website.

If you already have signed into any of these programs, you do not need to create another one now. Simply use the user name and password you've already established to access all of these services. Keep in mind that if you change your password or any other profile information in any one of these programs, the changes you make will apply to all programs that use the Keystone ID. Keep an eye out for the Keystone ID sign-in on more state websites in the future. It's just another way the Commonwealth of Pennsylvania is working to serve you better.


NEXT


CANCEL

3. Fill in all required fields then select “Finish”

pennsylvania

Create Keystone ID: Profile Information

1  General Information

2  Profile Information

• = Required

To create a new Keystone ID, please provide the following information:

Note: Please ensure the information provided below is accurate. Once the Keystone ID is created, you will not be able to update the Keystone ID, First Name, Last Name or Date of Birth associated with this ID.

• Keystone ID (must be 6 to 64 characters)

• First Name

• Last Name

• Date Of Birth (MM/DD/YYYY)

• E-mail

• Confirm E-mail

To ensure online security, please select and provide answers for security questions. These questions will be used if you forget your password.

[Security Question Tips](#)

Choose questions for which you will easily recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool.

Avoid using special characters (\$#@%) and punctuation (" , - .) in your answers.

You cannot use the same question more than once.

Answer cannot be any phrase directly from the question.

• Security Question 1

• Answer

• Security Question 2

• Answer

• Security Question 3

• Answer

For security reasons, please answer the following question.

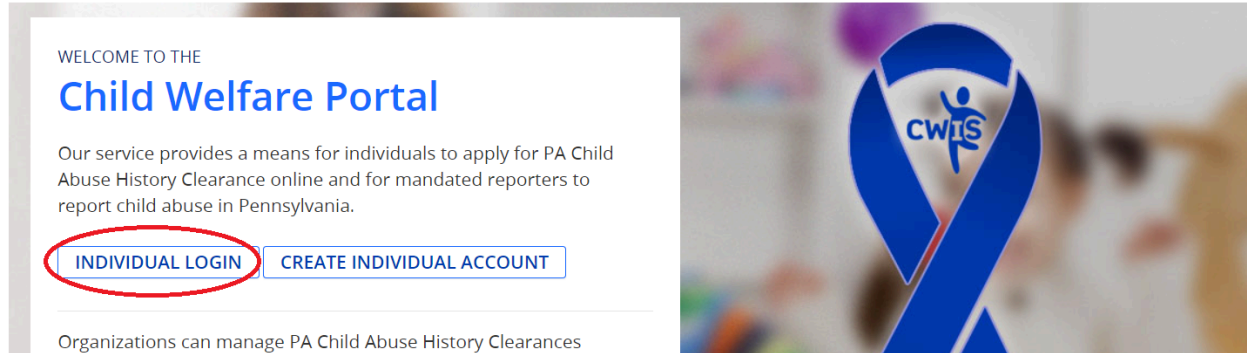
Question The fifth letter of 'Necessary' is what?

• Answer

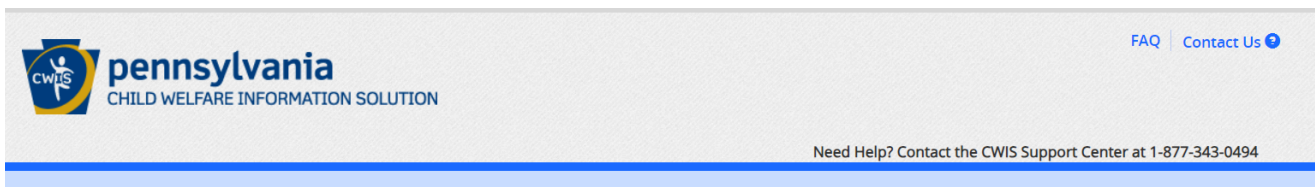
Please review the information provided and click Finish.

Starting your Clearance Application

4. You will get an email confirming the setup of your Keystone ID which has a temporary password. When you get the email, go back to <https://www.compass.state.pa.us/cwis/public/home> and this time click on “Individual Login” to start your clearance application.

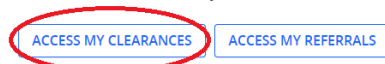


5. Select “Access My Clearances”



What Would You Like To Do Today?

Please select which account you would like to access.



6. Read through the warnings, then click “continue” at the bottom of the page.

use your Social Security number to search the statewide central register to determine whether you are listed as the perpetrator in an indicated or founded report of child abuse.

Providing your Social Security number may enable the Department to expedite the review of your request for a clearance certificate. If you do not provide your Social Security number additional levels of identity verification may be required by ChildLine staff, reducing the chance of automatic processing of your request.

However, please note that disclosure of your Social Security number is voluntary and therefore, if you do not consent to having your Social Security number verified or used for checking your child abuse history, we will still process your request without your Social Security number.

WARNING

You are entering a secure government website for the purpose of requesting a **Pennsylvania Child Abuse History Clearance**. By entering this site, you certify that you have read and understand the above guidelines and legislation.

Note

If your web browser prompts you to accept a security certificate, you must accept it to proceed.

WARNING!

US GOVERNMENT SYSTEM and DEPARTMENT OF HUMAN SERVICES.

Unauthorized access prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986". Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy.

CONTINUE ➤

7. Enter your Keystone ID in username and the temporary password that was emailed to you:

← → ↺ compass.state.pa.us/siteminderagent/forms/login?TYPE=33554433&REALMOID=06-d78c564c-f651-4c26-9add-61431090a384&GUID=1&SMAUTHREASON=0&METHOD=... ☆

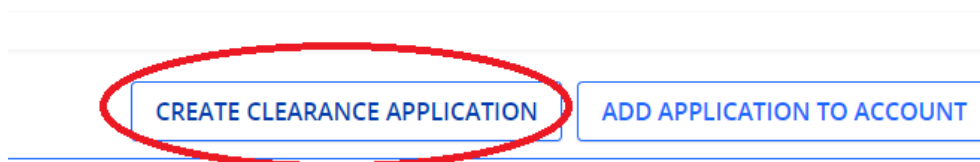


The image shows the Pennsylvania Keystone Key login page. At the top is the Pennsylvania state logo and the text "pennsylvania". Below this is the "Keystone Key" heading. On the left, there are two input fields: "Username" and "Password". To the left of the "Username" field is a red arrow pointing right, and to the left of the "Password" field is a red arrow pointing right. Below the "Password" field is a yellow "LOGIN" button. To the right of the login fields is a "Self-service for Citizens" section with three links: "Forgot User ID", "Forgot Password", and "Edit Profile". Below that is a "Self-service for Commonwealth Employees" section with one link: "Change CWOPA Password or Hint Questions". At the bottom of the page is a small warning text: "WARNING! US GOVERNMENT SYSTEM and DEPARTMENT OF HUMAN SERVICES SYSTEM. Unauthorized access is prohibited by Public Law 99-474 'The Computer Fraud and Abuse Act of 1986'. Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Department of Human Services Security and Audit Unit."

8. You will be asked to verify your identity using either the answers to security questions you selected when you set up your Keystone ID or using a passcode emailed to you.

9. Once you verify your identity and select whether you are on a personal or public device, you will be able to start your application for clearance by selecting “Create Clearance Application”

Note: At this step you must decide if you are comfortable using an electronic signature. If you do not want to use an electronic signature for the form, you must download a paper copy, print it, complete all the fields and send it in. This will significantly impact the amount of time it will take to receive your clearance and may impact your enrollment in trainings, as NAMI Keystone cannot permit training attendance without clearance.



CREATE CLEARANCE APPLICATION ADD APPLICATION TO ACCOUNT

10. Read the “Getting Started” and “What to Expect” sections! They will prepare you for the information you will need to complete your application. (For instance you will need to enter every address you have resided at since 1975. The form filling process will be much smoother if this informations is on-hand before beginning.

You can save and return to your application if necessary using the button at the top of the page.

e-Clearance ID: 00000

DELETE APPLICATION

SAVE APPLICATION

11. When you have read this page and gathered the information you need, select “Begin” at the bottom of the page.

- Addresses where you have previously lived
- Names of all individuals with whom you have lived to include parents, guardians, siblings, spouses, etc.
- Any previous names you have used or have been known by
- Applicants that do not meet the volunteer application criteria or volunteers who have already received a volunteer certification free of charge within the previous 57 months will need to provide either credit/debit card information for an \$13.00 application fee or an authorization code from the organization that is asking you to obtain a Pennsylvania Child Abuse History Certification.

Volunteer Applicants

As a volunteer applicant you are permitted to receive one certification free of charge every 57 months. In order to submit a volunteer application without a payment, you are required to affirm that you have not already received a paper or electronic volunteer certification free of charge within the previous 57 months.

Additional Information

All of the information that you entered here is secure and confidential. For more information on the security and confidentiality of this website, please view the Commonwealth of Pennsylvania's Privacy Policy [🔗](#) Additionally more information is provided in the [Rights and Responsibilities](#).

If you have any questions about your application, please refer to the [Frequently Asked Questions](#) page. If you need further assistance, please contact the ChildLine and Abuse Registry's Child Abuse Clearance Unit at 1-877-371-5422.

[◀ PREVIOUS](#)

[BEGIN ▶](#)

12. Make sure to select “Volunteer” under application purpose. Volunteer applications are free of charge.

[Back To My Account](#)

e-Clearance ID: 000008859705

DELETE APPLICATION

SAVE APPLICATION

Part 1

☒ Application Purpose

☐ Applicant Information

☐ Current Address

☐ Previous Address

☐ Household Members

☐ Application Summary

Part 2

☐ eSignature

☐ Application Payment

Application Purpose

Please select the reason you are submitting this Pennsylvania Child Abuse History Clearance application. You can select only one reason per application. If you require additional child abuse history clearances for any other reason, you will need to submit another application. You can submit another application at any time from your PA Child Abuse History Clearance Account.

For more detailed definitions and exceptions to clearance requirements please see the Who Needs Child Abuse Clearances at <http://keepkidssafe.pa.gov/clearances/index.htm>

☒ Volunteer Having Contact with Children: Applying for the purpose of volunteering as an adult for an unpaid position as a volunteer with a child-care service, a school or a program, activity or service, as a person responsible for the child's welfare or having direct volunteer contact with children.

☐ Foster Parent: Applying for purposes of providing foster care.

13. When you select Volunteer 2 more fields will open up. Select “Other” in the first field and type whichever NAMI Affiliate you are working with under Agency Name. (i.e. NAMI Chester County, PA)

- Volunteer Having Contact with Children: Applying for the purpose of volunteering as an adult for an unpaid position as a volunteer with a child-care service, a school or a program, activity or service, as a person responsible for the child's welfare or having direct volunteer contact with children.

"Individuals submitting an application as a Volunteer Having Contact with Children agree to use the certification for volunteer purposes only. The application fee will be waived if you have not obtained a volunteer certification free of charge within the previous 57 months.

Please Note: The use of the term "certification " is used interchangeably with "clearance"."

Volunteer Category (required)

Agency Name (required)

--Select--

--Select--

Big Brother Big Sister and or an affiliate of Big Brother Big Sister

Domestic Violence Shelter and or an affiliate of Domestic Violence Shelter

Other

Rape Crisis Center and or an affiliate of Rape Crisis Center

14. You will then be asked to provide your name, birthdate, gender, SSN, any previously used names, email address and a contact phone number.

NOTE: Disclosure of a Social Security number is VOLUNTARY and is NOT REQUIRED for completing a clearance request. However, refusing to provide a Social Security number may significantly increase the time to process the request as it may take the Department more time to verify an individual's identity. It is HIGHLY RECOMMENDED a Social Security number is provided for any individual wishing for quick or expedient return of a clearance.

15. Once you've provided the requested information, click “Next” to enter your address information and select whether you want a hard copy certificate mailed to you. Your clearance will also be emailed to you.

- 16. Click on “Next.” On this screen you will need to enter all previous addresses where you have resided since 1975. The next screen asks you to list everyone you’ve lived with since 1975 including, but not limited to, roommates, your parents, guardians, spouses and/or siblings.**
- 17. Once you have entered all of this information and clicked on “Next.” You will get a summary of your application for review. You can edit the information at this time if necessary. Then click on “Next” and confirm that the information is correct and enter your e-signature.**

eSignature

To complete your application, please tell us if you have received a volunteer certification free of charge within the previous 57 months.

Have you received a paper or electronic volunteer certification free of charge since 05/08/2019 ? (required)

☐ Yes ☒ No

Please eSign below by checking the acknowledgement and entering your **first and last name** exactly as it appears on the Applicant Information screen.

- ☒ I hereby affirm that the information entered on this application is accurate and complete to the best of my knowledge and belief and submitted as true and correct under penalty of law (Section 4904 of the Pennsylvania Crimes Code). I have selected Volunteer Having Contact with Children as the purpose for my application and I agree to the following: (required)
- I have not received a background certification free of charge within the previous 57 months;
 - The background certification is necessary to satisfy the requirements under Chapter 63 subsection 6344(b);and
 - I understand that the certification shall not be valid or used for any other purpose, including employment.

Signature (required)

[< PREVIOUS](#)

[NEXT >](#)

Accessing your clearance

18. When your clearance has been processed, you will get an email with the subject line “Pennsylvania Child Abuse History Clearance – Results” notifying you that the results are available. The email will contain a link you can use to access the results.
19. Log into your [Pennsylvania Child Abuse History Clearance Account](#) using your Keystone ID and password and select “Access my Applications”
20. Your results will be listed under Status of Submitted Applications. Click on “To View Results.” When you click on the link, the results will download as a pdf.

Status of Submitted Applications

You can modify an application with an issued certificate, if an error exists on the current certificate. To resubmit an application, click the Resubmit button below.

Warning

It is recommended that you DO NOT save your certificate on a public computer. Doing so could leave your personal information open for others to view! Only save your certificate to a trusted computer to protect your information.

<u>e-Clearance ID:</u>	Created On	Updated On 11/06/2023
Purpose		
Your application has been processed. To view the result, click here.		Verified On 11/06/2023

If you are having problems signing into your account, accessing your clearance, or any other technical concern please contact the DHS Help Line at 1-877-343-0494 between 8:30 a.m. and 4:45 p.m., Monday through Friday.