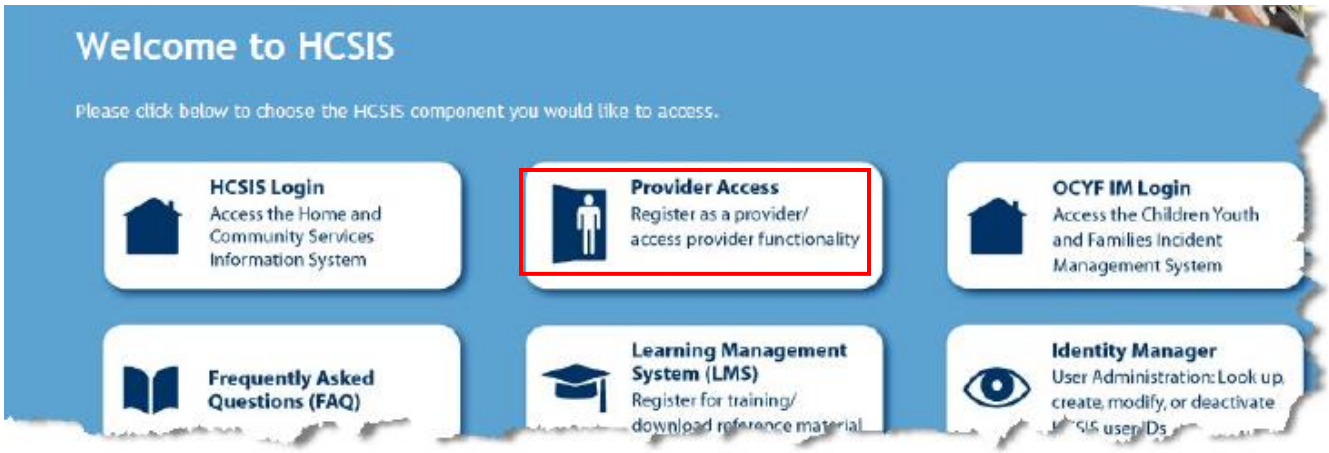
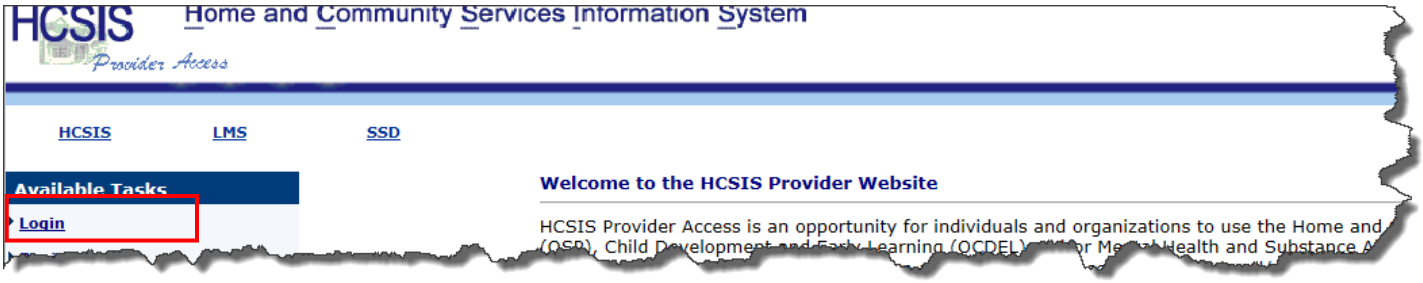
SUBMITTING CIVIL RIGHTS COMPLIANCE QUESTIONNAIRES

A Civil Rights Compliance Questionnaire (CRCQ) must accompany each application. This job aid is designed to assist users with completing and submitting these documents. After the CRCQ is submitted through the Certification and Licensing System (CLS), they are routed to the Bureau of Equal Opportunity (BEO) for review and acceptance. If there are any areas of non-compliance, the provider will be contacted directly by the BEO for a Corrective Action Plan.

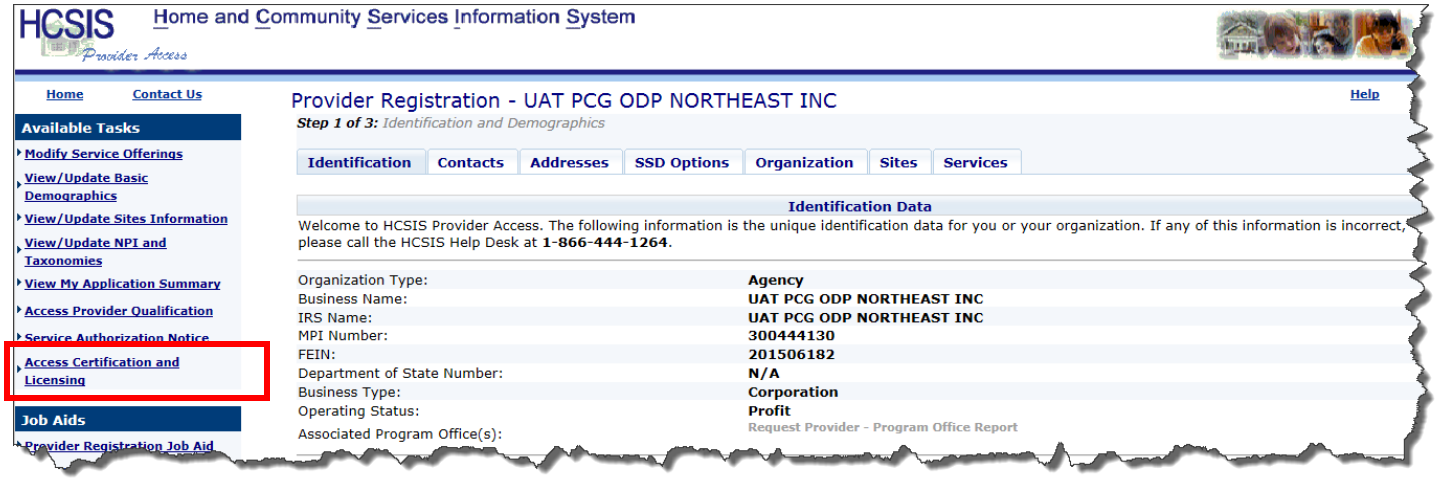
1. Access HCSIS and click on Provider Access.



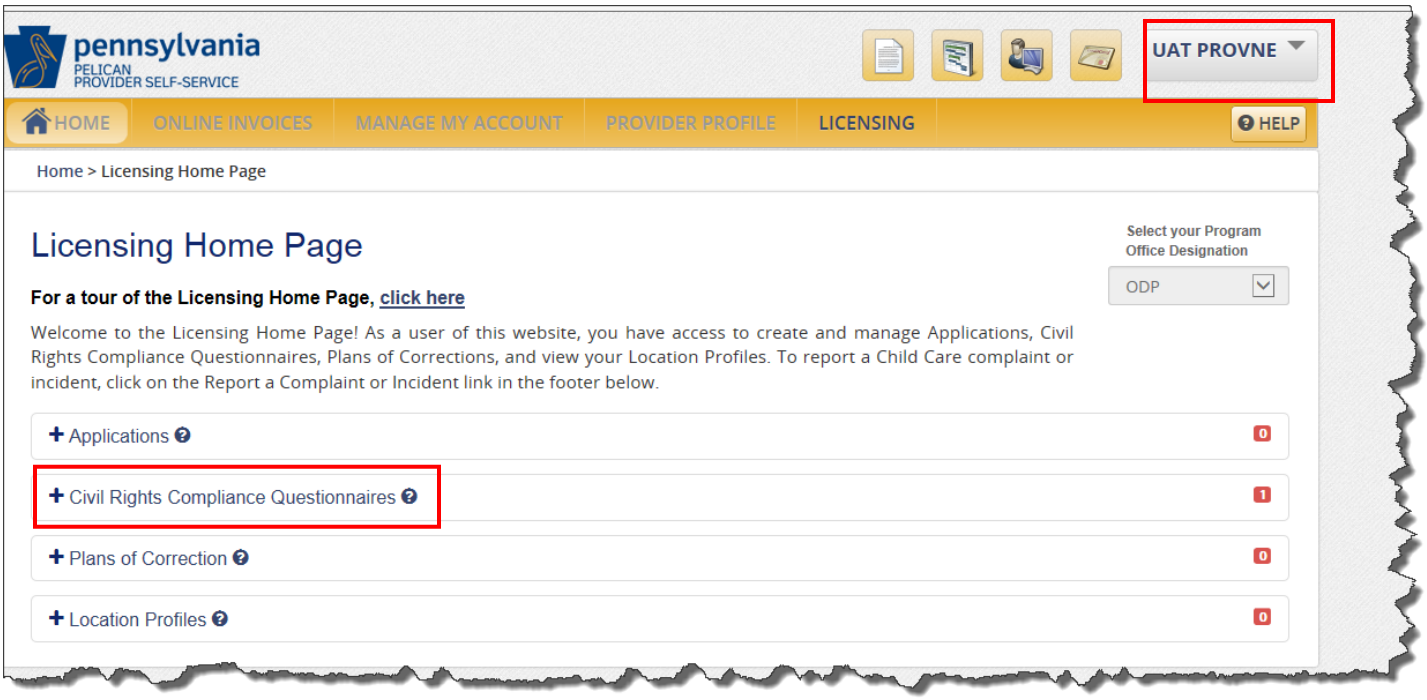
2. From the HCSIS Provider Website click Login. From here you will be directed to enter your Keystone sign-on information.



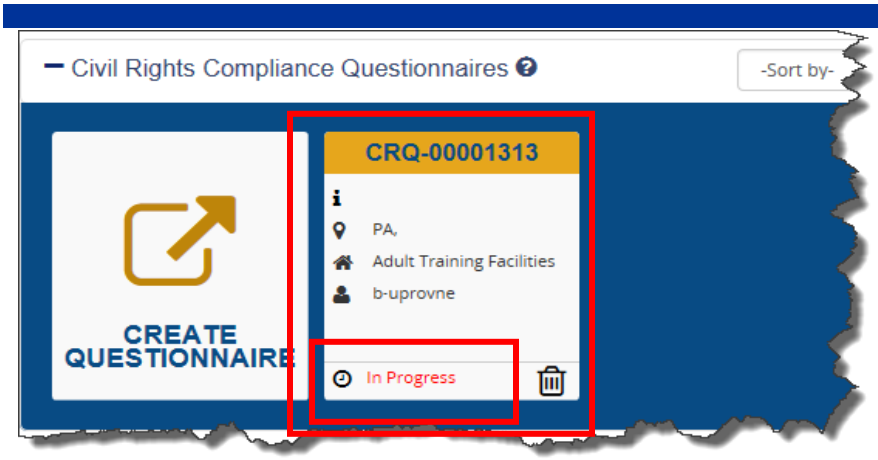
3. Select the Access Certification and Licensing link from the Available Tasks menu.



4. The Provider Self-Service Licensing Home Page displays. Notice that your User Name displays in the top right corner.

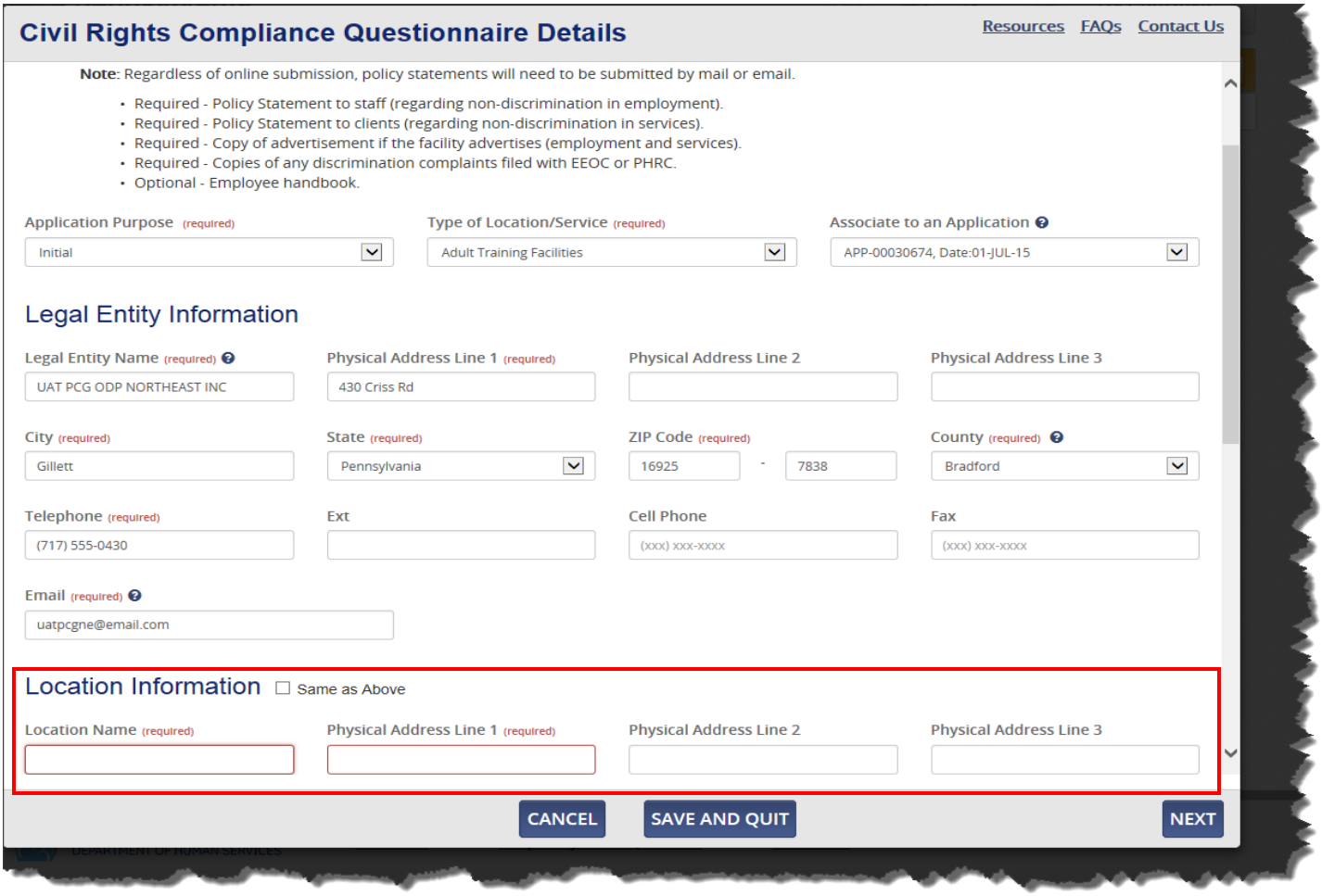


5. Click on Civil Rights Compliance Questionnaires. If you previously associated a CRCQ with the provider application for certification and didn't complete it, or if you started work on a CRCQ and saved it to finish later, that CRCQ will be available for completion. Notice *In Progress* at the bottom of the box.

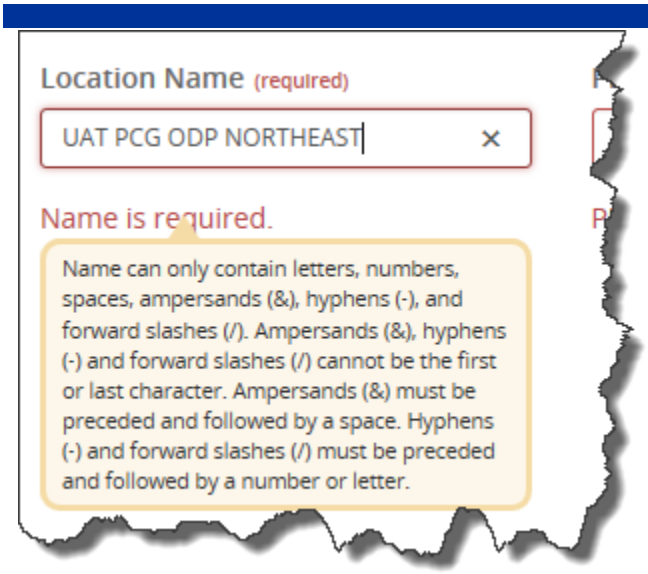


COMPLETING A PREVIOUSLY STARTED CRCQ

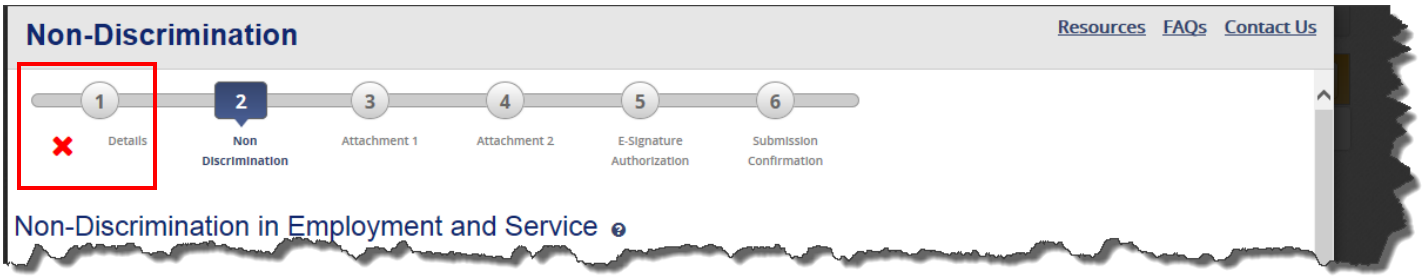
1. To complete the previously started CRCQ, click on the CRCQ number at the top of the box and the form will open for completion. Because this CRCQ was previously associated with an application, the Legal Entity Information is prefilled. Begin work at the Location Information section.



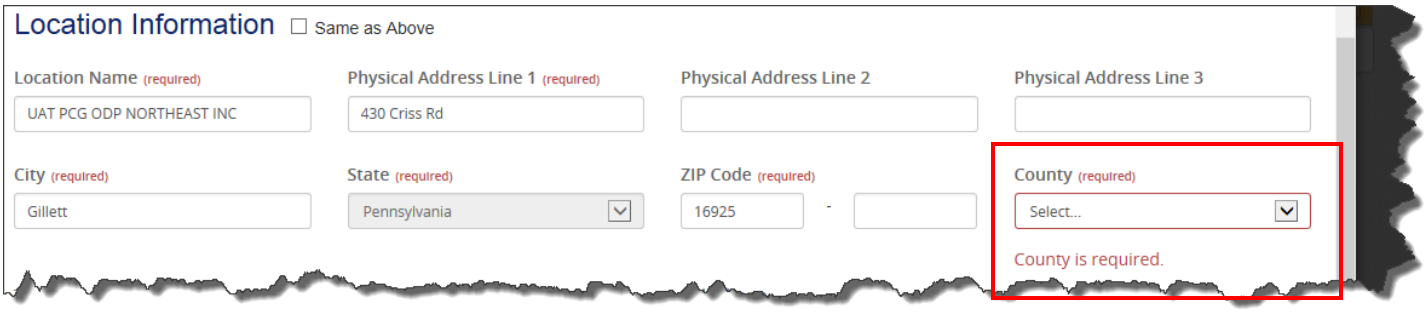
2. Complete all required fields on the form. Helpful hints for required data are displayed when you click in the field.

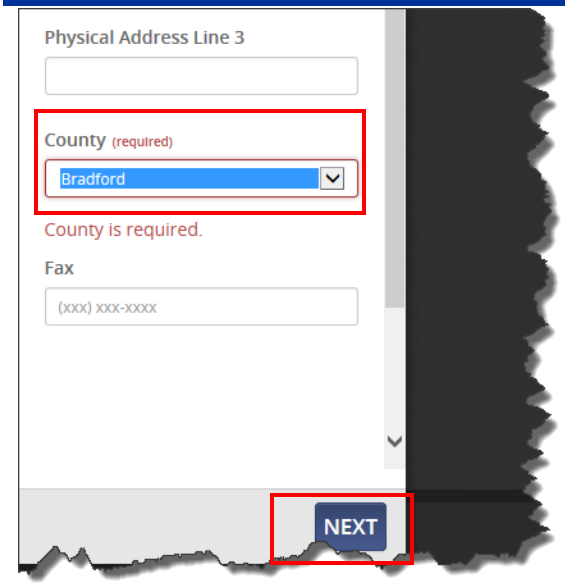


3. When all fields are complete, click on NEXT in the bottom right corner to proceed to the next screen. The Non-Discrimination in Employment and Service screen will display. Note the red X at the top of the screen beside the details task. The red X means there is an error on the previous page. Click on the task at the top of the screen or on PREVIOUS at the bottom left of the screen to return to the task in error.

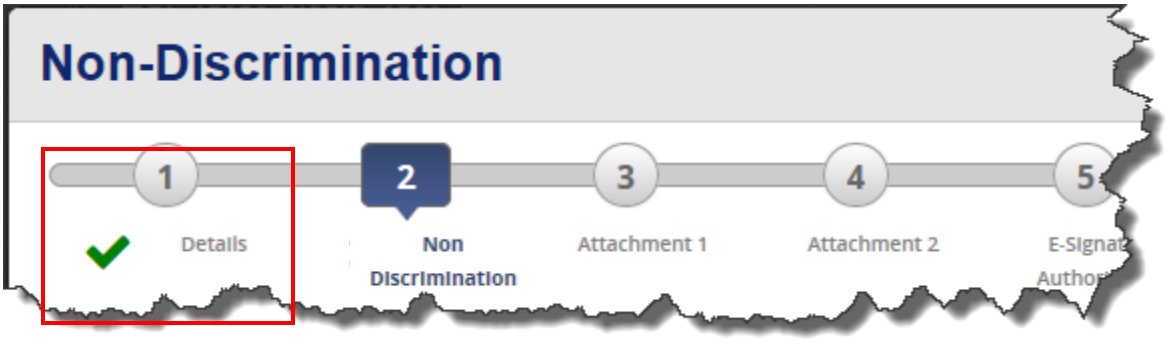


4. Scroll down through the screen until you find the error. Make the correction and click NEXT.





5. The Non-Discrimination in Employment and Service screen displays. Notice that the red X is now a green checkmark, which indicates that the data on the previous screen has passed all field validations and is accepted.



6. Scroll through this screen to answer all of the required questions, then click on NEXT to proceed to the next screen.

NOTE: At any time during the form completion process, you can click on SAVE AND QUIT to save the incomplete form and finish it later. If you have decided not to complete the CRCQ at any time and no longer want it, click on CANCEL. **No data will be saved if you choose the CANCEL option**.

7. Proceed through Attachment 1 and Attachment 2, entering the information as applicable. Green checkmarks will display beside the tasks at the top of the screen as you complete each task. Click NEXT at the bottom left of the screen to proceed to the next screen.

Civil Rights Compliance Questionnaire Details

Resources FAQs Contact Us

1 Details ✓ | 2 Non Discrimination ✓ | 3 Attachment 1 | 4 Attachment 2 | 5 E-Signature Authorization | 6 Submission Confirmation

Current Persons Served

Total	Black	Hispanic	White	Native American	Asian/Pacific Islander	Others
Total	Male 0 Female 0	Male 0 Female 0	Male 0 Female 0	Male 0 Female 0	Male 0 Female 0	Male 0 Female 0

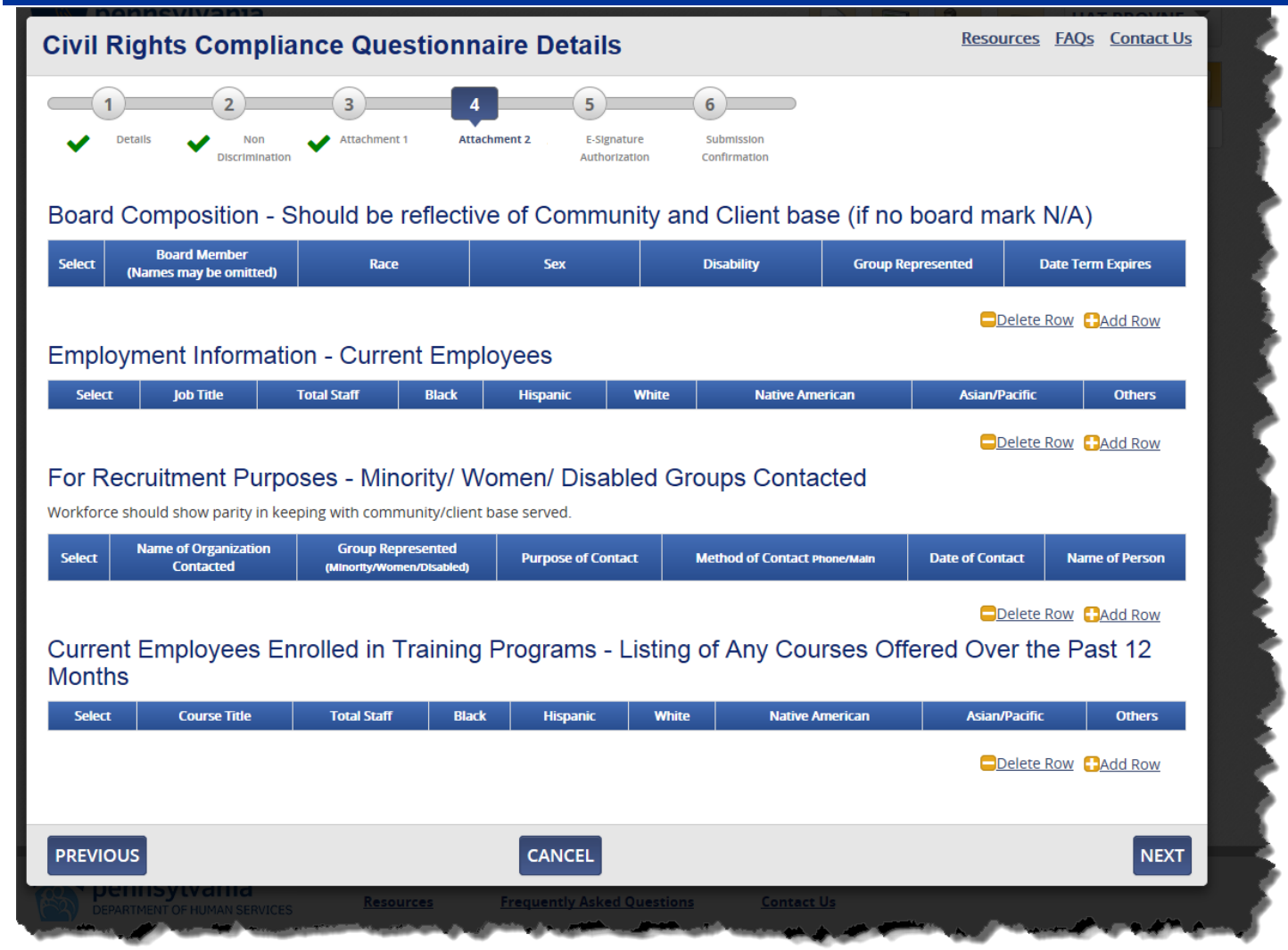
Total Admissions in the Past 12 Months

Total	Black	Hispanic	White	Native American	Asian/Pacific Islander	Others
Total	Male 0 Female 0	Male 0 Female 0	Male 0 Female 0	Male 0 Female 0	Male 0 Female 0	Male 0 Female 0

Language of Current Limited English Proficient Clients

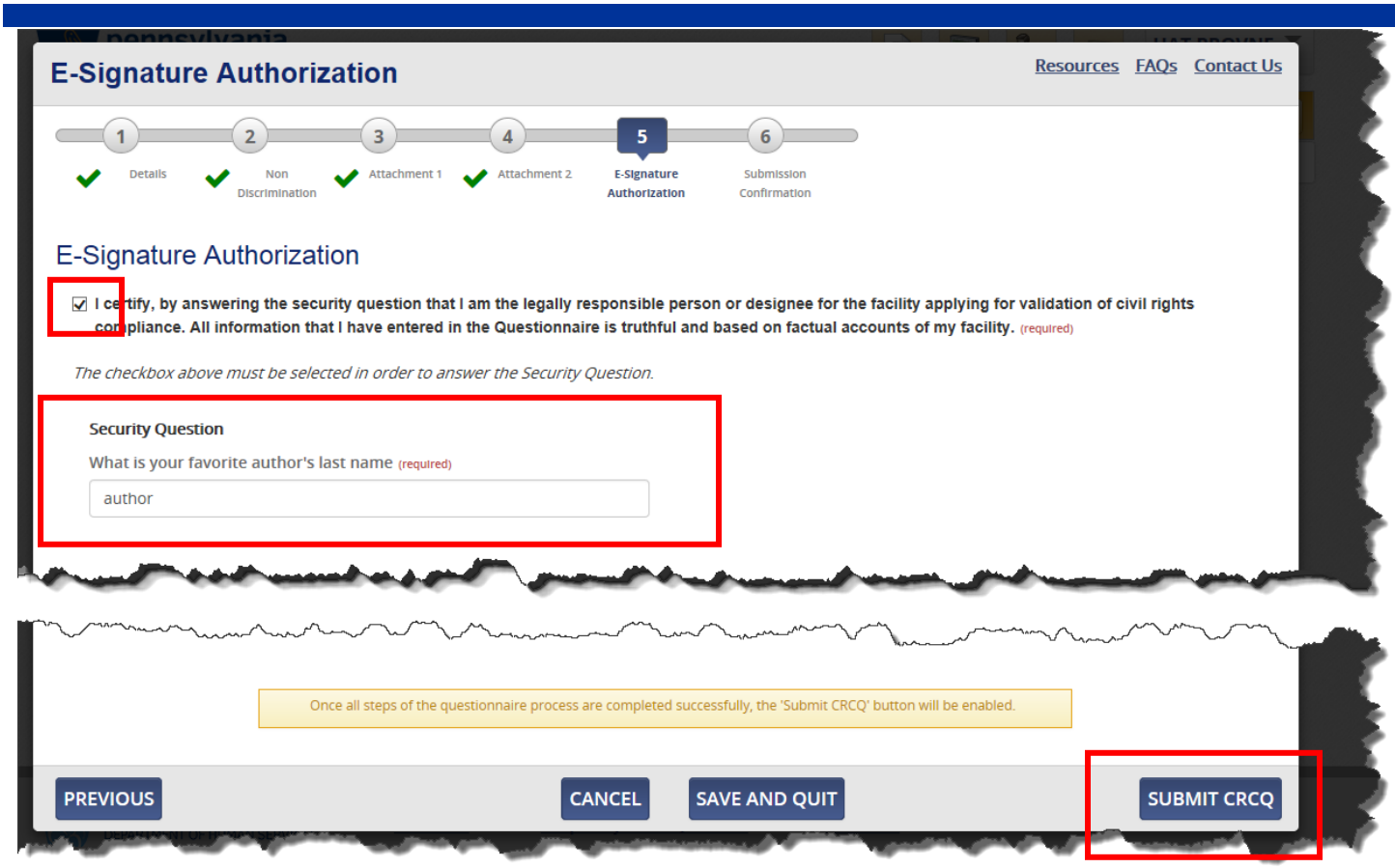
Spanish	Chinese (Specify Dialects)	Russian	Cambodian	Vietnamese	Other (Specify Language)
☐	☐	☐	☐	☐	☐

PREVIOUS CANCEL NEXT

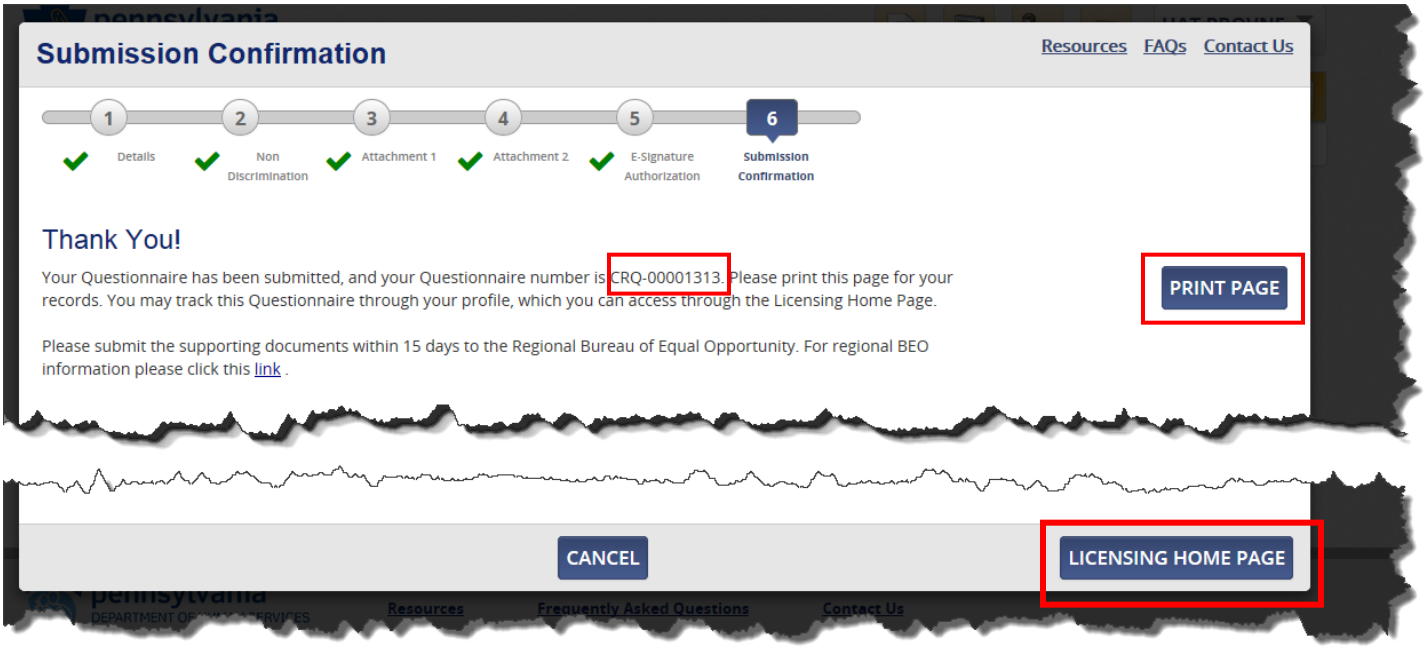


8. Task 5 is the E-Signature Authorization. This allows you to file this form electronically. Check the certification box, enter the answer to your security question and click on SUBMIT CRCQ.

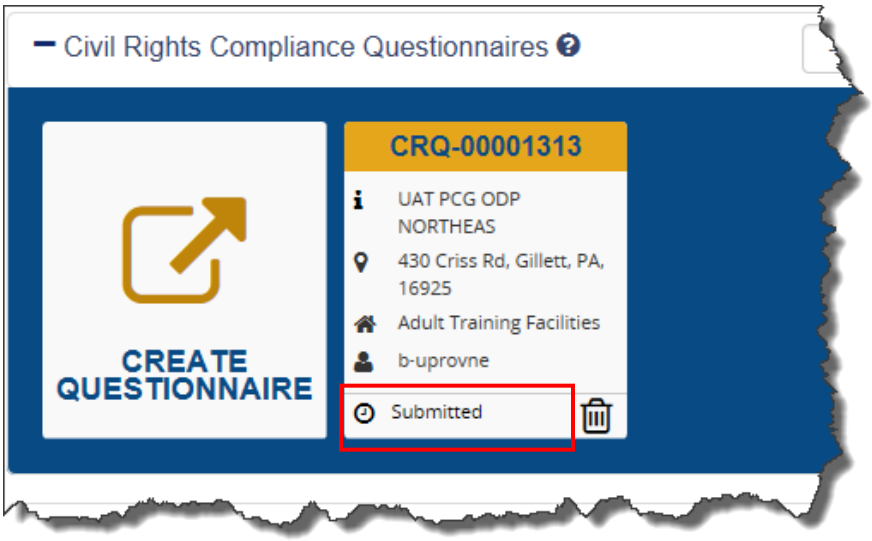
NOTE: If you don't recall your security question answer, contact your BP Administrator at your location. If you are the only BP Administrator at your location, contact the HCSIS Help Desk.



9. The Submission Confirmation page displays. Click on PRINT PAGE to print this page to your local printer, or record the CRCQ number for future reference.



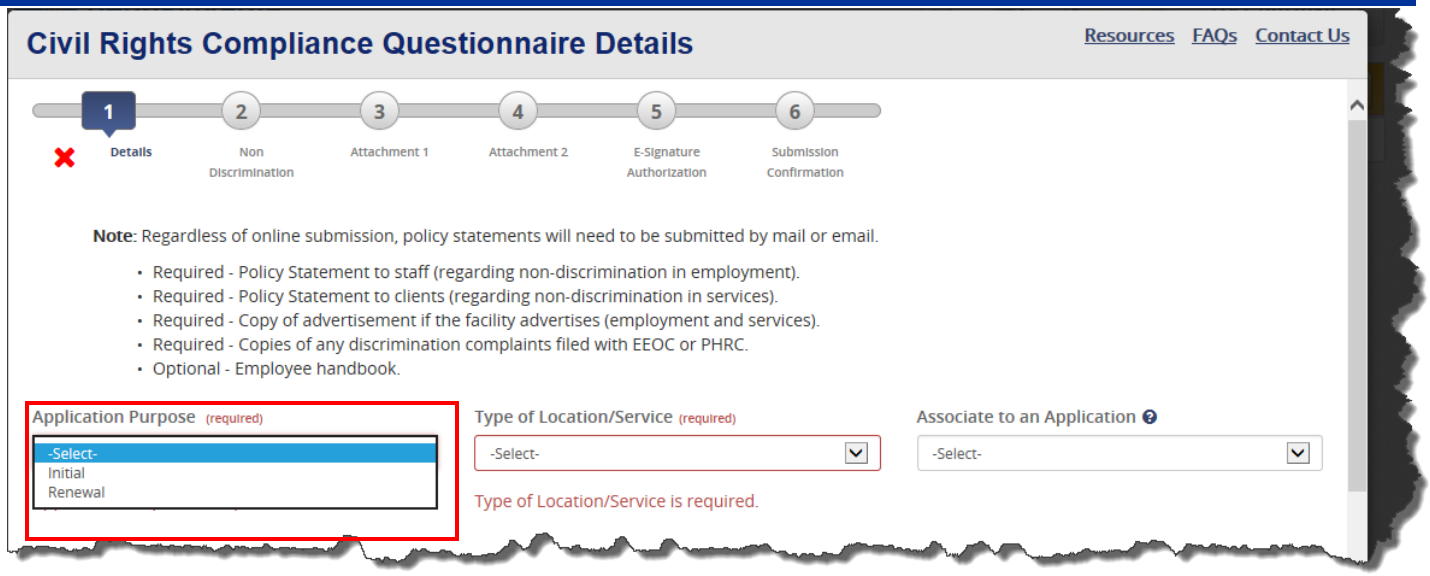
10. Click on LICENSING HOME PAGE in the bottom right corner to return to the CLS Licensing Home Page. Click on CIVIL RIGHTS COMPLIANCE QUESTIONNAIRES to open the area and notice that the status of this CRCQ has changed from In Progress to Submitted. As mentioned previously, the CRCQ will now be reviewed by the BEO for compliance.

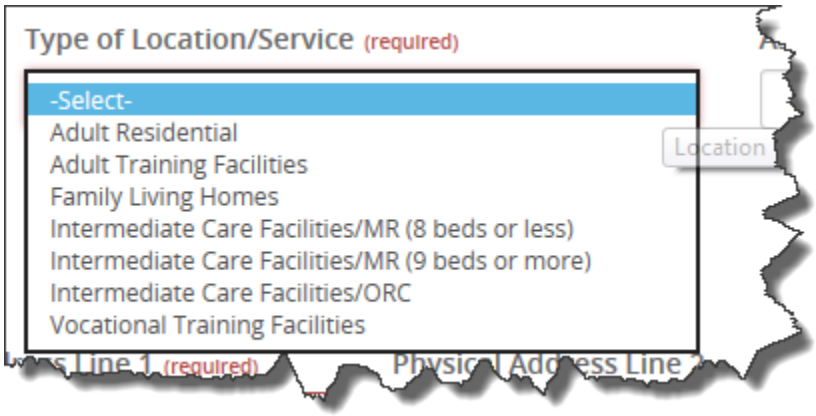


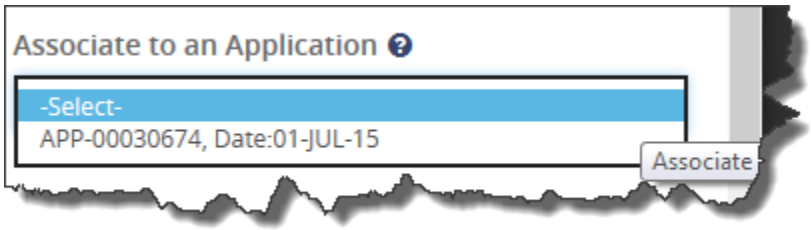
CREATING A NEW CRCQ

1. If you have not previously associated a CRCQ with a provider application, you can complete the form and submit it be creating a new one. Open the Civil Rights Compliance Questionnaires section by clicking on the title.
2. Click on CREATE QUESTIONNAIRE to begin work on the new CRCQ.

3. Enter the Application Purpose, Type of Location/Service and Associate to an Application in the top section of the screen. Click on the drop-down arrows for acceptable responses to these fields. In the Associate to an Application drop-down box, available applications will display. Since this example is for an initial submission, only one application displays.



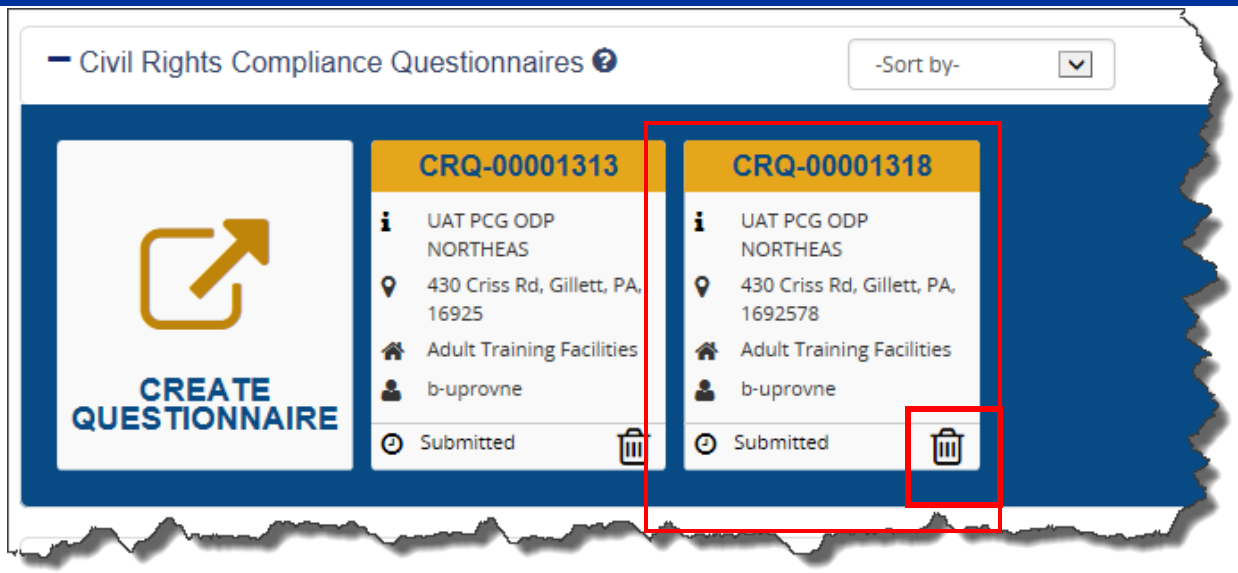


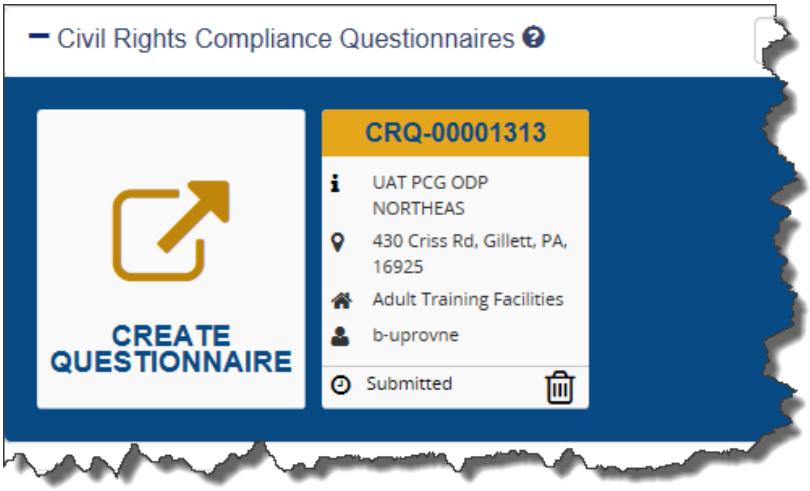


4. Notice that the Legal Entity Information in the next section of the CRCQ automatically fills, based on the application you chose in the step above. Follow the instructions in Steps 2 through 10 in the section above to complete the CRCQ.
5. Click on LICENSING HOME PAGE in the bottom right corner to return to the CLS Licensing Home Page. Click on CIVIL RIGHTS COMPLIANCE QUESTIONNAIRES to open the area and notice that the status of this new CRCQ is Submitted. As mentioned previously, the CRCQ will now be reviewed by the BEO for compliance.

DELETING A CRCQ

1. If a CRCQ has been submitted in error, it can be deleted by clicking on the trashcan icon in the box for the CRCQ you wish to delete.



2. A confirmation pop-up box will display, asking you to confirm the deletion. Click on YES.

3. The pop-up box will close and the CRCQ is removed from the list of CRCQs.