

National Sex Offender Registry Verification
Frequently Asked Questions
May 2026

Contents

1. What is the National Sex Offender Registry (NSOR) verification?	3
2. How is this verification different from the clearances I already am required to get?	3
3. Who is required to obtain the NSOR verification?	3
4. If I work for Children and Youth, Aging, or Education am I required to obtain the NSOR verification too?.....	3
5. If I work for a residential, group home or youth development center, am I required to obtain the NSOR verification?.....	4
6. How do I obtain the NSOR verification letter?.....	4
7. Where can I find the NSOR application?	4
8. What options are available for submission of the application to ChildLine?	4
9. If I hand deliver my application to the CVU lobby, will the ChildLine staff process my result instantly, so I can take the result with me the same day?	4
10. Is the NSOR application available electronically?.....	4
11. Can I submit my NSOR application to ChildLine by fax?.....	5
12. Who may I contact if I am confused with the application process, or have questions?.....	5
13. What if I do not have a social security number due to my citizen or religious status?	5
14. What if I ask my employer to fill out the application and sign it for me?	5
15. Where can I find clarification explaining the purpose, background, discussion points and next steps from the Office of Child Development and Early Learning, specific to the NSOR verification?5	
16. How long will it take to get my letter back after I submit my application to ChildLine?	5
17. When do I need my NSOR verification to work in child care?	5
18. As a regulated family child care home (FCCH) in a child care setting, do I need to obtain the NSOR verification?.....	6
19. Who will determine my NSOR verification result?.....	6
20. How long is the NSOR verification valid?	6
21. Who can check on my NSOR verification result or inquire about the status of my result letter?	6
22. What is the cost for the NSOR verification?.....	6
23. What if I lose my NSOR verification letter, or I need another copy, is there a cost?.....	6

24. What if I do not agree with the determination on my NSOR verification letter? 6

25. What steps do I take if I want to appeal the determination of my NSOR verification?..... 6

26. Are Head Start/Early Head Start employees required to obtain the NSOR verification? 7

27. If I am a volunteer in child care but not employed by the child care agency, do I need to obtain the NSOR verification?..... 7

General

1. What is the National Sex Offender Registry (NSOR) verification?

To maintain compliance with the federal Child Care Development Block Grant, the Office of Child Development and Early Learning (OCDEL) partnered with Office of Children, Youth and Families (OCYF) to provide applicants with a Pennsylvania verification letter confirming their name search result on the National Crime Information Center National Sex Offender Registry.

2. How is this verification different from the clearances I already am required to get?

The NSOR verification is in addition to the following required clearances:

- Child Abuse History Clearance (CY113);
- PA State Police Criminal Record Checks for Employment (SPA-164) or Volunteers (SPA-164A); and
- The Federal Bureau of Investigation (FBI) Criminal History Background check

The NSOR verification will confirm if an applicant is a nationally registered sex offender and identify if they can work for a regulated child care provider. The verification confirms the individual's identity based off a demographics-based search of name, social security number (if available), and date of birth.

3. Who is required to obtain the NSOR verification?

This national search and accompanying verification letter must be performed for any individuals volunteering or working for/as a regulated child care provider.

Specifically, the following individuals must complete the NSOR verification certificate:

- Any individual 18 years or older residing in the child care facility, including any relative care providers caring for child receiving subsidized child care;
- All individuals working for Regulated Child Care Providers; and
- Any individual with an ownership interest (corporate or non-corporate) in a regulated child care provider and who participates in the organization and management of the operation.
- Volunteers of a child day care provider, group day-care home or family child-care home.

4. If I work for Children and Youth, Aging, or Education am I required to obtain the NSOR verification too?

No, the NSOR verification requirement is limited to the above listed individuals and is not a requirement for those employed in child welfare, aging, and education.

5. If I work for a residential, group home or youth development center, am I required to obtain the NSOR verification?

No, House Bill 235 (f.1) (1) specifically identifies child day-care centers, group day-care homes and family child-care homes as those required for NSOR verification. Residential, group home or youth development centers do not fall under these definitions.

6. How do I obtain the NSOR verification letter?

Individuals who are required to receive the NSOR verification must complete an application and submit each application separately to the ChildLine Clearance Verification Unit (CVU) who will process the application and provide the individual with a response in the form of a verification letter.

7. Where can I find the NSOR application?

Individuals will locate and print the application from the Keep Kids Safe website: <http://keepkidssafe.pa.gov>

8. What options are available for submission of the application to ChildLine?

Individuals will use one of the following three options for submitting the application for processing:

- Mail to the Clearance Verification Unit, ChildLine at the following address: Department of Human Services P O Box 8170 Harrisburg, PA 17105-8170; or
- Scan the completed application and email to:
 - RA-PWNSOR@pa.gov with "NSOR Verification (applicant's last name) (i.e. NSOR Verification Smith) on the subject line; or
- Hand deliver to the Clearance Verification Unit lobby located at: 2525 North 7th Street, Harrisburg PA 17110. Free parking is available in the visitors' lot.

9. If I hand deliver my application to the CVU lobby, will the ChildLine staff process my result instantly, so I can take the result with me the same day?

No. If you hand deliver your application to the CVU lobby, ChildLine staff processing time for the result remains the same, 14 days from the date of receipt of the application. You will not have the ability to take the result with you on the same day.

10. Is the NSOR application available electronically?

Currently there is not an electronic process for completion of the NSOR application, but OCDEL

and OCYF are working on an electronic option for the future.

11. Can I submit my NSOR application to ChildLine by fax?

No, ChildLine cannot accept the NSOR application by fax.

12. Who may I contact if I am confused with the application process, or have questions?

Employees within the ChildLine Clearance Verification Unit can be contacted at 877-371-5422. Additionally, the Keep Kids Safe website may be of assistance: <http://keepkidssafe.pa.gov>

13. What if I do not have a social security number due to my citizen or religious status?

Applicants who do not possess a social security number must contact a CVU Supervisor. The CVU Supervisor will assist on how to apply for the NSOR verification, in the absence of a social security number. All applicants who have a social security number are required to provide it when applying for the NSOR verification. Applications without a social security number will be returned to the applicant unprocessed, unless they have contacted a CVU Supervisor for assistance. A CVU Supervisor may be reached by calling the Clearance Verification Unit at 877-371-5422.

14. What if I ask my employer to fill out the application and sign it for me?

The applicant who is submitting the application to ChildLine must sign the application, for confidentiality reasons. ChildLine will reject applications containing signatures from anyone other than the applicant.

15. Where can I find clarification explaining the purpose, background, discussion points and next steps from the Office of Child Development and Early Learning, specific to the NSOR verification?

OCDEL issued NSOR clarification in the form of a communication to the Early Learning Resource Centers (ELRC) throughout Pennsylvania in the ELRC Communication titled *National Crime Information Center National Sex Offender Registry (NSOR)*. Additionally, the *Instructions for Providers: Obtaining Federal Criminal History Certifications and Complete Mandated Reporter Training* was renamed and updated to include information on how providers may obtain the NSOR verification.

Timelines

16. How long will it take to get my letter back after I submit my application to ChildLine?

Expect a general processing time of 14 days from receipt of the application at ChildLine.

17. When do I need my NSOR verification to work in child care?

All child care providers and their staff must have their NSOR prior to working in child care.

Regulated Family Child Care Home Providers

18. As a regulated family child care home (FCCH) in a child care setting, do I need to obtain the NSOR verification?

Yes. In an FCCH situation, anyone over 18 years of age and living in the household must obtain the NSOR verification. This is a certification regulation and details surrounding this regulation can be found at: <https://www.pacode.com/secure/data/055/chapter3290/s3290.11.html>

Verification Results

19. Who will determine my NSOR verification result?

ChildLine employees verify the NSOR result.

20. How long is the NSOR verification valid?

The NSOR verification is valid for 60 months. Individuals continuing their relationship with child care as a provider or resident must renew their letter result prior to the expiration of 60 months from the date indicated on the verification letter.

21. Who can check on my NSOR verification result or inquire about the status of my result letter?

Only the applicant can receive information from ChildLine about their NSOR verification result or the status of a duplicate result letter. ChildLine is prohibited under confidentiality laws to release this information to any individual other than the applicant.

Cost

22. What is the cost for the NSOR verification?

Currently there is no fee to obtain the NSOR verification.

23. What if I lose my NSOR verification letter, or I need another copy, is there a cost?

The individual applicant may contact ChildLine to obtain a duplicate copy of their NSOR verification at no cost to the applicant.

24. What if I do not agree with the determination on my NSOR verification letter?

Employees within the CVU will assist you with any questions you have regarding your result and can be contacted at 877-371-5422.

25. What steps do I take if I want to appeal the determination of my NSOR verification?

Appeal processes take place by the applicant directly contacting the FBI by following the instructions below. Employees within the ChildLine CVU will assist you with appeal questions and can be contacted at 877-371-5422.

To challenge an incorrect listing in the FBI National Sex Offender Registry (NSOR), individuals must submit a written request to the FBI's Criminal Justice Information Services (CJIS) Division or directly to the state-level agency that submitted the record. The process involves providing documentation, such as court records, that proves a record is inaccurate, incomplete, or ineligible. The FBI will then coordinate with the originating agency to verify and update the information.

Department of Inspections, Appeals, & Licensing, Steps to Challenge a Record:

- Obtain Your Record: Request your Identity History Summary Check from the FBI to identify the exact inaccurate entry.
- Submit a Challenge: Send a written request to the FBI's CJIS Division, identifying the inaccurate information and providing supporting documentation, such as court-certified dispositions. Address:
FBI CJIS Division, Attention: Correspondence Group
1000 Custer Hollow Road
Clarksburg, WV 26306
- Contact State Agency: If the record originated from a state, contact that state's criminal justice agency or sex offender registry to update the information at the source.
- Verification: The FBI will contact the contributing agency to verify the challenge.
- Correction: If the agency agrees with the challenge, the FBI will correct the record and notify you of the outcome.

Head Start/Early Head Start

26. Are Head Start/Early Head Start employees required to obtain the NSOR verification?

Standalone Head Start/Early Head Start employees are not required to obtain NSOR verification. The NSOR verification requirement is limited to child care individuals working for/as a regulated child care provider and any unregulated relative child care provider caring for children receiving subsidized child care. Additional details on who is required to obtain the NSOR verification are located on the Keep Kids Safe website at <http://keepkidssafe.pa.gov>

If Head Start/Early Head Start (HS/EHS) employees work as employees directly operated by the HS/EHS agency, or as a consultant or technical assistant in licensed child care, they must comply with the NSOR verification process.

Volunteers

27. If I am a volunteer in child care but not employed by the child care agency, do I need to obtain the NSOR verification?

Yes, House Bill 235 (f.1) (1) added volunteers in child care to the NSOR verification requirement.