

Background Check Determination Letter Procedure

Following are instructions for obtaining a background check from Georgia Department of Early Care and Learning (DECAL) for employees and volunteers in Georgia's child care facilities. NOTE: Any applicant with a current background check processed within the past 12 months may "port" that background check to as many facilities as they wish during that first year. Please do not obtain a new background check if you have a portable background check so that DECAL will have funds to continue paying for background checks as long as possible.

THREE STEPS are required to receive a background check determination letter:

STEP 1:

- 1 **Complete a Criminal Background Check (CBC) Application in DECAL KOALA.** This gives DECAL the information and authority to conduct all parts of the comprehensive background check and issue the determination letter. After the application is submitted the child care facility or Support Center will receive an email requiring that they approve the application; a program or Support Center may also approve an application by logging into its DECAL KOALA account. The background check application process is:
 - a) Go to www.decals.ga.gov and click on the link "criminal records check" on the right side of the page.
 - **Child care owners and directors** will click on the link under "providers" that says "Click here to submit an online records check application in DECAL KOALA for your facility."
 - **Support Center owners and managers** will click the link under support centers.
 - **Child care and support center employees** will click the link under "potential employees"
 - After opening the background check application search for and choose the name of the facility that the applicant will work for. Only enter **ONE** of the four options (Provider Number, Facility Name, Facility City, or Facility Zip).
 - Select the specific facility from the populated list.
 - b) Complete the CBC application.
 - c) After the applicant enters the required information, the verification statement at the bottom of the form must be completed by checking the box in the green field and typing the applicant's name into the name field to indicate that the applicant agrees for DECAL to obtain applicant's criminal history and other records and that applicant has reviewed the applicant's privacy rights contained at <http://www.decals.ga.gov/documents/attachments/ApplicantsPrivacyRights.pdf>.
 - d) When the applicant has completed their application from the Bright from the Start website they should click "Authorize Comprehensive Background Check Application".
 - (1) After the application is submitted by the applicant the employer will receive an email asking them to approve the application.
 - (2) The employer can approve the application by clicking the link provided in the email or by logging into their DECAL KOALA account.
 - e) Employers approve the application by clicking the box in the blue field, typing their name into the field and submitting the application. Employers should enter the name of the person approving the application and not the name of the center to avoid being required to resubmit the application.

STEP 2:

- 1 **Complete the GEMALTO registration process** – After the application has been submitted by the applicant and approved by the employer in DECAL KOALA the system will immediately prompt the employer to send the information to Gemalto, the fingerprint processor for the Georgia Bureau of Investigation (GBI). The system will also email the applicant and Director stating that the application is ready to be registered at Gemalto including a link.
 - f) When the completed background check application is submitted to DECAL during **STEP ONE**, above, the person submitting the application will see instructions at the bottom of the screen stating that the application has been successfully submitted and an application number will be provided. An email confirmation will be sent to the director and applicant.

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- g) Proceed to the "Action required" instructions by clicking the link to obtain a Gemalto Registration ID number. The applicant will need this Registration ID number to get their fingerprints scanned.
- h) After clicking the link the person who submitted the application will be directed to the Gemalto website where they will see a box containing the applicant's application number (CRC number), last name and date of birth (format year, month, and day).
- i) NOTE: the Gemalto instructions indicate that this submission is for payment purposes. At this time DECAL is paying for child care background checks and Gemalto will not charge the applicant.
- j) If the information displayed is correct click the **Submit** button and a screen will appear with the information transferred from DECAL KOALA as well as prepopulated information for the payment, billing code and billing password needed for DECAL to be billed for the fingerprints.
- k) Click **Continue** at the bottom and you will receive the Gemalto registration receipt allowing the applicant to go and have fingerprints scanned at a Gemalto location. The applicant will need the information contained on this receipt to fingerprint.
 - Follow the instruction to print a copy of the receipt, email a copy to the applicant at the email address indicated on the application or simply write down the registration ID number. Again, this number is required to fingerprint.
 - Click "Close" to complete the process and be returned to DECAL KOALA. You may print the application at this point if you choose.

STEP 3:

Go to an authorized GEMALTO fingerprint location to be fingerprinted.

- l) Find an authorized location at <https://www.aps.gemalto.com/ga/index.htm>
- m) Under Helpful Links click on "Find A Fingerprint Location".
- n) Click your region of the State and search by county.
- o) Travel to the fingerprint location to have your fingerprints scanned. **Take a copy of your Gemalto registration receipt or the receipt number to the fingerprint location as explained in STEP TWO. This number is required to complete the fingerprints. Applicant must also bring a driver's license or official government ID to the Gemalto location to obtain fingerprints; please see below for acceptable forms of identification.**

Applicants Who Have Lived Outside Georgia During Last Five Years

If you indicated on your background check application that you lived outside the state of Georgia at any time during the last five years you will be required to obtain background check information and child abuse registry information from the other state(s) where you resided. This will not be required for applicants who have already obtained the out of state records for a previous DECAL background check letter and have not lived outside of Georgia since that time. Applicants can determine exactly what is required from each state and detailed instructions for acquiring the information at the following link: http://www.decal.ga.gov/CCS/CriminalRecordsCheck_StateContacts.aspx.

After entering the background check application, the applicant and director will receive an email from DECAL reminding applicant to contact the other state(s) and including an attached verification form. An application from an applicant who resided out of state within the past five years is not complete and will not be processed until the signed verification form is received by DECAL.

After following the instructions on the website to request the documents and paying any fees required by the other state(s) applicant must complete and sign the verification form attached to the email. This form verifies under oath that you have followed the DECAL instructions to request the information from the other state(s) or have previously provided these documents to DECAL within the past five years. You should choose only one of these options on the verification form. After requesting the information you must sign and return the verification form to DECAL using

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the email address on the form. If you are unable to find the verification form you may contact the records check unit for a new one.

After DECAL receives the verification form you will receive a national background check determination that may allow the applicant to work under close supervision by another employee with a comprehensive background check. When the information requested from the other state(s) is provided to DECAL your background check determination may be upgraded from a national determination to a comprehensive determination which will allow you to work without supervision. You should forward to DECAL any response you receive from the other state(s) as soon as possible.

If you have any questions, contact the DECAL's Criminal Records Unit at 1 (855) 884-7444 or at Outofstate@decals.ga.gov.