

Informal Providers Background Check Determination Letter Procedure

Following are instructions for obtaining a background check from Georgia Department of Early Care and Learning (DECAL) for employees volunteers and residents 17 years of age or older in Georgia's Informal Provider child care locations. **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.**

Informal providers must have a DECAL KOALA account prior to submitting background checks. Please contact DECAL's CAPS unit for help setting up your KOALA account.

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

STEP 1:

- 1. Complete a Criminal Background Check (CBC) Application in DECAL KOALA. Make sure you correctly enter your name and date of birth as they are shown on your government issued identification card.**

The background check application process is:

- a. Login to your KOALA account, <https://www.decalkoala.com>, using your informal provider number (INF) as your userid, and go to the background check page to submit a new application for a background check.
- b. Applicants without access to your DECAL Koala account may go to www.decals.ga.gov and click on the link "criminal records check" on the right side of the page. Click the link: **"potential employees click here to submit an online records check application for facility approval."** Applicants proceeding in this manner will need to search for your informal provider license number to enter a background check for your facility.
- c. Complete the CBC application. **Enter your name exactly as it appears on your government issued identification card. If no middle name leave middle name blank, do NOT enter NMN.**
 - i. 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. When the applicant has completed their application from the Bright from the Start website they should click "Authorize Comprehensive Background Check Application".
 - ii. After the application is submitted by the applicant the informal provider will receive an email asking them to approve the application.
 - iii. The informal provider can approve the application by clicking the link provided in the email or by logging into their DECAL KOALA account.
- d. Informal Providers approve the application by clicking the box in the blue field, typing their name into the field and submitting the application.

STEP 2:

- 2. Complete the FIELDPRINT registration process** – After the application has been submitted by the applicant and approved by the Informal Provider in DECAL KOALA the system will immediately send an email to the applicant instructing applicant to click the link to register the application with Fieldprint and set up an appointment for fingerprinting. The system will also email the Director telling the director to ensure that the applicant checks their email and follows the instructions contained therein.

- a. When the completed background check application is submitted to DECAL and has been approved by the Informal Provider, **STEP ONE**, an email confirmation will be sent to the applicant. The applicant's email will contain instructions and a link for the applicant to use to set up their fingerprint appointment.
- b. The applicant should then follow the instructions in the email by clicking the link to set up a Fieldprint account, obtain a Fieldprint Appointment Number and make an appointment to fingerprint at a Fieldprint location. The applicant will bring the appointment number with them to the Fieldprint fingerprint location at the appointed time.
- c. After clicking the link contained in the email sent to the applicant the applicant will be directed to the Fieldprint website where they will be asked to sign in as a returning user or to sign up as a new user. This will create an account for the APPLICANT; each Fieldprint account must have a unique email address and the account will stay with the applicant for any future Fieldprint background checks. After setting up a new account the applicant will get an email with a code, they will enter to confirm their new Fieldprint account and then will sign into the account.

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- d. After signing in the applicant will be asked to sign a consent agreement which is required to obtain a fingerprint history.
- e. After signing the consent agreement, a screen will appear containing the applicant's DECAL KOALA application number; the applicant will enter the applicant's last name and date of birth. If this information does not match the information in the applicant's KOALA application applicant will be asked to reenter. If there is still no match applicant will need to check the KOALA background check application information to ensure information was entered correctly.
- f. If the last name and date of birth entered correctly match the KOALA background check application the applicant will then be required to read and agree to certain biometric and FBI privacy disclosures to continue.
- g. Applicant will then be directed to a screen that will provide a search for locations near the applicant's address where applicant may make an appointment to fingerprint. Applicant may enter a different address on this screen if needed to find a close location for fingerprinting. Applicant will then see a list of Fieldprint locations nearby where they can click a link to set up an appointment. The appointment must be at least four hours out per Fieldprint requirements. Upon choosing a location and appointment time applicant should click the link that says, "Finish Scheduling".
- h. After the appointment is scheduled, the Applicant will see a page confirming the appointment information with a map to the fingerprint location and a Fieldprint APPOINTMENT NUMBER. This page may be printed by the applicant. Applicant will also receive an email from Fieldprint with the appointment confirmation. **Applicant must bring the appointment number to the fingerprint location when they go print.**
- i. **Applicant must be on time for their fingerprint appointment; Fieldprint will charge a fee for any missed appointments which must be paid by the applicant.** Applicant must bring two forms of identification to the fingerprint appointment, at least one of which must be a photo government issued identification; the second may be a utility bill, bank statement, credit card or other acceptable form of identification. Please see Fieldprint's website for a complete list.
- j. Any applicant who wishes to change an appointment must do so at least 24 hours prior to the appointment and may do so by logging into the Fieldprint website with their username and password or by calling 1-877-614-4361.
- k. All information needed to reschedule a fingerprint appointment will be included on the applicant's email received after making the initial appointment, along with a new appointment number.

STEP 3:

3. Go to the FIELDPRINT fingerprint location where you made the appointment at the appointment time.

- a. Applicant should travel to the fingerprint location where their appointment is scheduled at the appointment time to have fingerprints scanned. **Take a copy of your Fieldprint appointment number or the printed receipt containing the appointment number to the fingerprint location as explained in STEP TWO. Applicant must also bring a driver's license or other official government ID containing a photo and an additional ID to the Fieldprint location to obtain fingerprints; please see Fieldprint's website for acceptable forms of identification or call 1-877-614-4361.**

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.

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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 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 applicant will receive an email allowing them to register their background check application with Fieldprint as set out in Step 2, above. **After fingerprinting applicant will receive a national background check determination letter 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 the applicant's background check determination letter may be upgraded from a national determination to a comprehensive determination which will allow the applicant to work without supervision. **Please forward to DECAL any response you receive from the other state(s) as soon as possible using the out of state email address below.**

If you have any questions about the process for out of state requirements please contact DECAL's Criminal Records Unit at 1 (855) 884-7444 or at Outofstate@decals.ga.gov.