Bright from the Start
Georgia Department of Early Care and Learning

Comprehensive Background Check Training Presentation

Georgia Head Start Annual Conference

St. Simons Island
May 8 -10, 2019

Topics Covered

1. Why Are Comprehensive Background Checks Required?
2. Conducting Out of State Background Checks
3. Using DECAL KOALA
4. Maintaining Your KOALA Database
5. Contacting DECAL's Criminal Records Check (CRC) Unit
6. Questions

Why are Comprehensive Background Checks Required?

Unit 1

Comprehensive Background Checks

Comprehensive Background Checks are broader in scope than Criminal Records Checks, ensuring more thorough vetting to uncover past criminal, sexual, abuse, or neglect offenses.

Comprehensive Background Check Searches

- National fingerprint-based criminal files
- Georgia fingerprint-based criminal files
- Georgia child abuse and neglect registry
- Georgia sex offender registry
- National sex offender registry
- Criminal files in states not included in the National crime databases for individuals who have lived outside of Georgia during the past five years.
- Child abuse and neglect registries in states not included in national registries for individuals who have lived outside of Georgia during the past five years

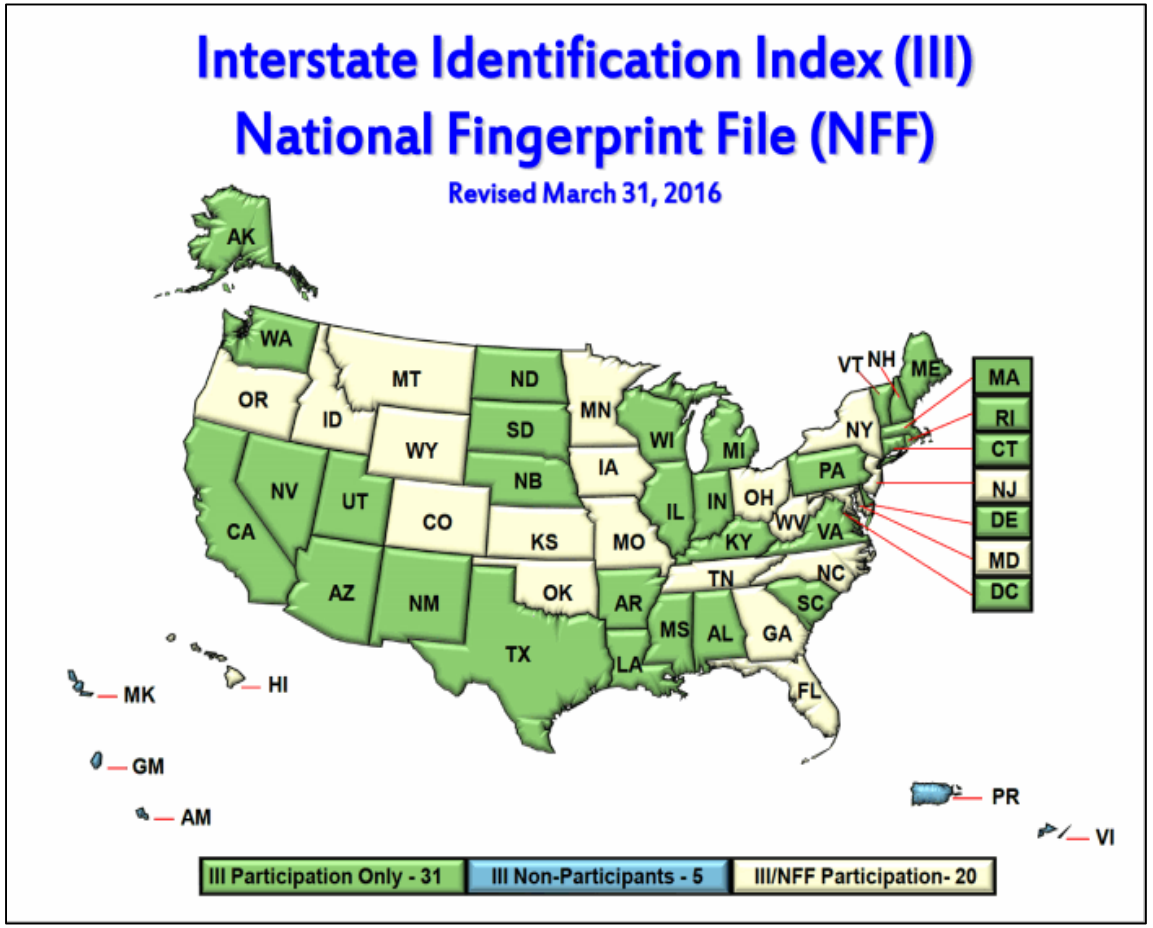
Criminal Records Check Searches

- National fingerprint-based criminal files
- Georgia fingerprint-based criminal files

Comprehensive Background Checks

Why The Law Requires Them

- The map on the right shows that Georgia and 19 other states & territories participate in all national criminal information indexes, fingerprint files, databases, & registries.
- But 30 states, District of Columbia, territories, commonwealth, and Tribal Lands do not.
- To ensure that no one slips through that gap, Federal Law now requires additional criminal records and background checks for applicants who have lived outside Georgia during the past 5 years in a state, territory, commonwealth, or Tribal Land.



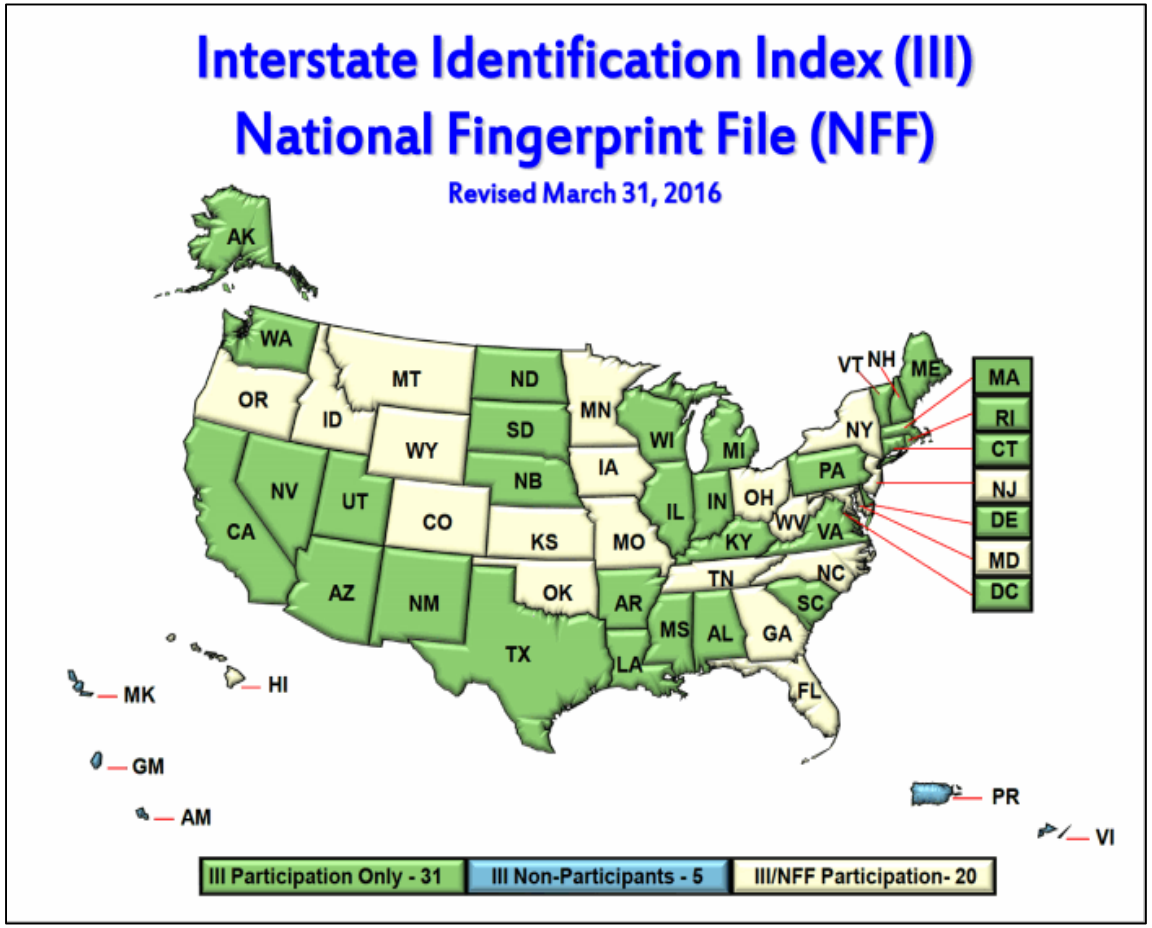
https://www.fbi.gov/file-repository/interstate-identification-index-iii-national-fingerprint-file-nff.pdf/view

Comprehensive Background Checks

What The Law Requires

- Any applicant who has lived in one of the 30 states and District of Columbia colored in green or the 5 territories colored in blue on the map in the past 5 years, must pass a background check from that state or territory.

- Any applicant who has lived in any state other than Georgia in the past 5 years must get a child abuse and neglect clearance letter from the states or territories.



https://www.fbi.gov/file-repository/interstate-identification-index-iii-national-fingerprint-file-nff.pdf/view

Comprehensive Background Checks

Who Gets Checked

Anyone who works or volunteers in a child care facility and has unsupervised access to children, regardless of age, must undergo a background check.

- All current employees
- All contractors
- All volunteers who visit more than once in a 90-day period

Comprehensive Background Checks

Exemptions

The only people allowed into a child care facility **without** a background check are:

- Employees of Georgia Court Appointed Special Advocates (CASA)
- Employees of Georgia Division of Family & Children Services (DFCS)
- Georgia Dept. of Education Therapists (only through 7/31/2019)

Conducting Out of State Background Checks

Unit 2

Conducting Out of State Background Checks

DECAL website provides links to instructions and the proper forms

STEP 1*

Go to:

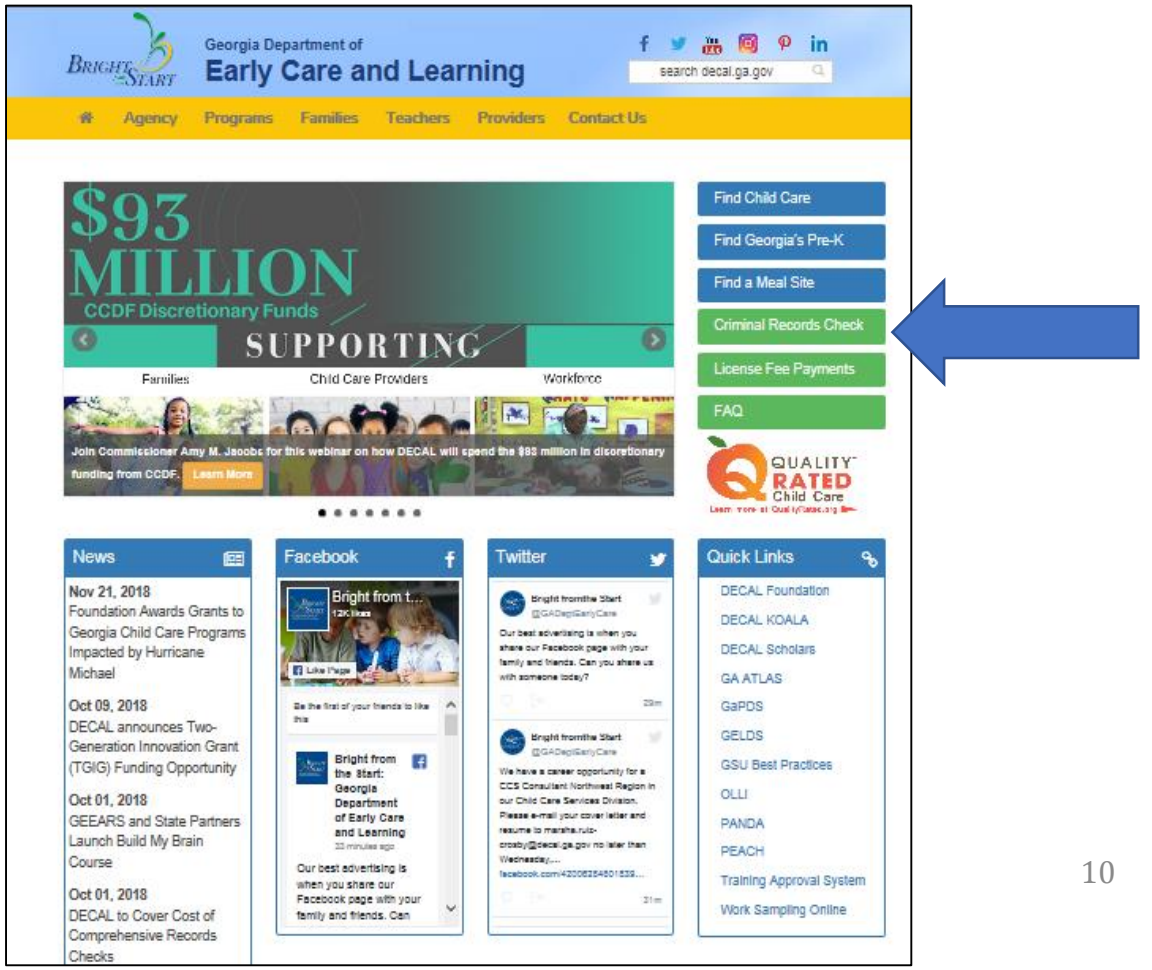
http://www.decal.ga.gov/

Select the

Criminal Records Check

box in the righthand column

***Internet Explorer required for this search**



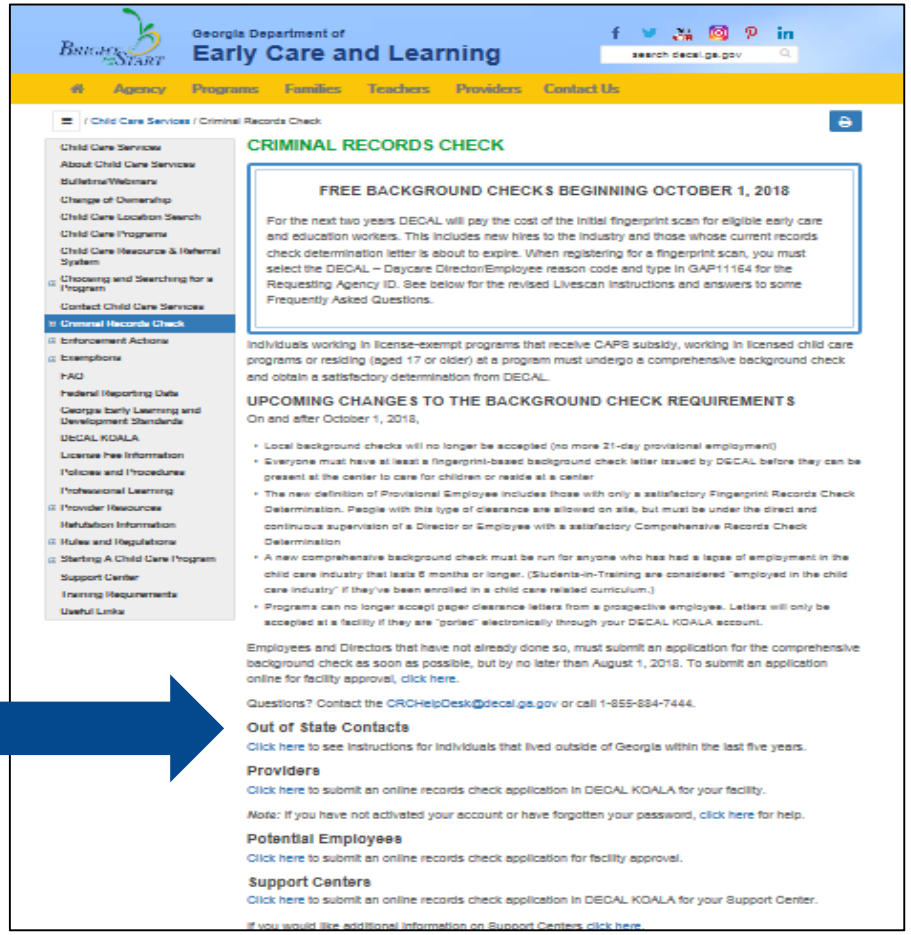
Conducting Out of State Background Checks

DECAL website provides links to instructions and the proper forms

Step 2*
Criminal Records Check Page

Scroll down to the
Out of State Contacts Section and
follow the Click here prompt.

***Internet Explorer required for this search**

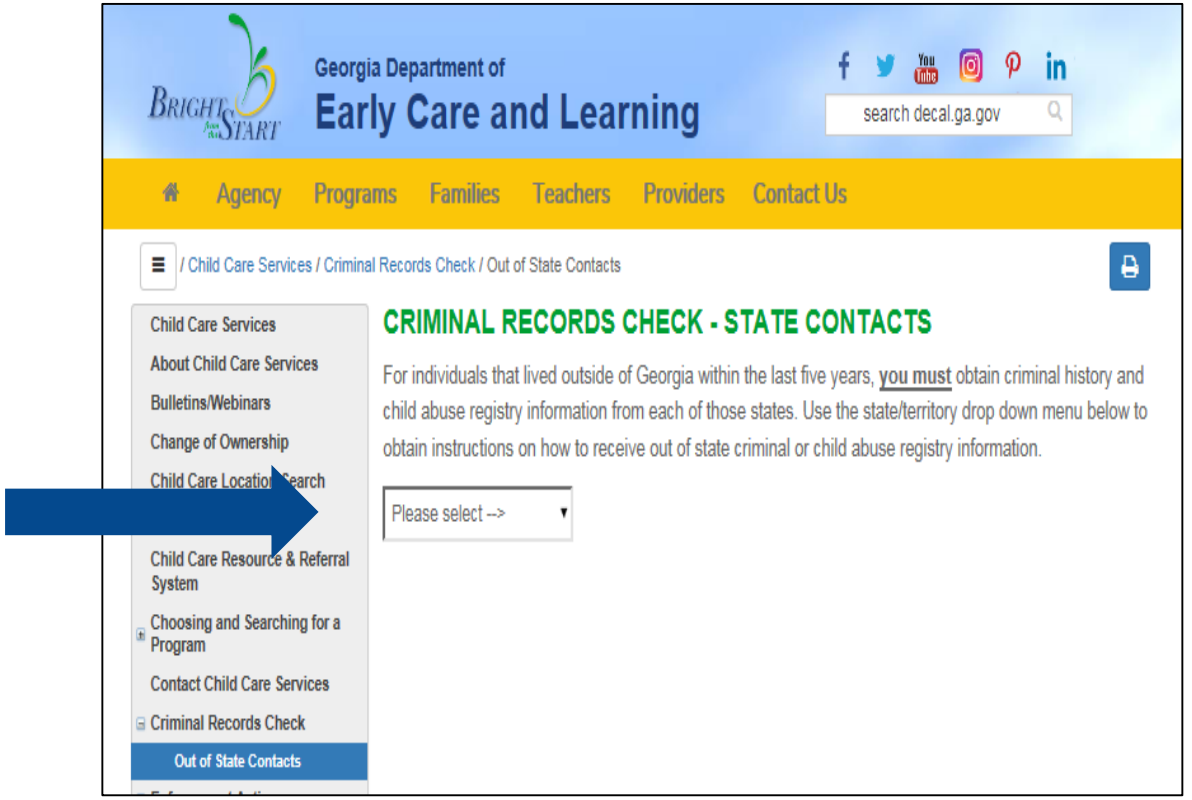


Conducting Out of State Background Checks

DECAL website provides links to instructions and the proper forms

Step 3
State Contacts Page

- Follow the **Please select** prompt to reveal the drop-down menu.
- Click on the state(s) that must be checked.
- Each state page contains links and instructions for submitting requests for criminal records and abuse/neglect registry checks, as well as official reports based on those searches.

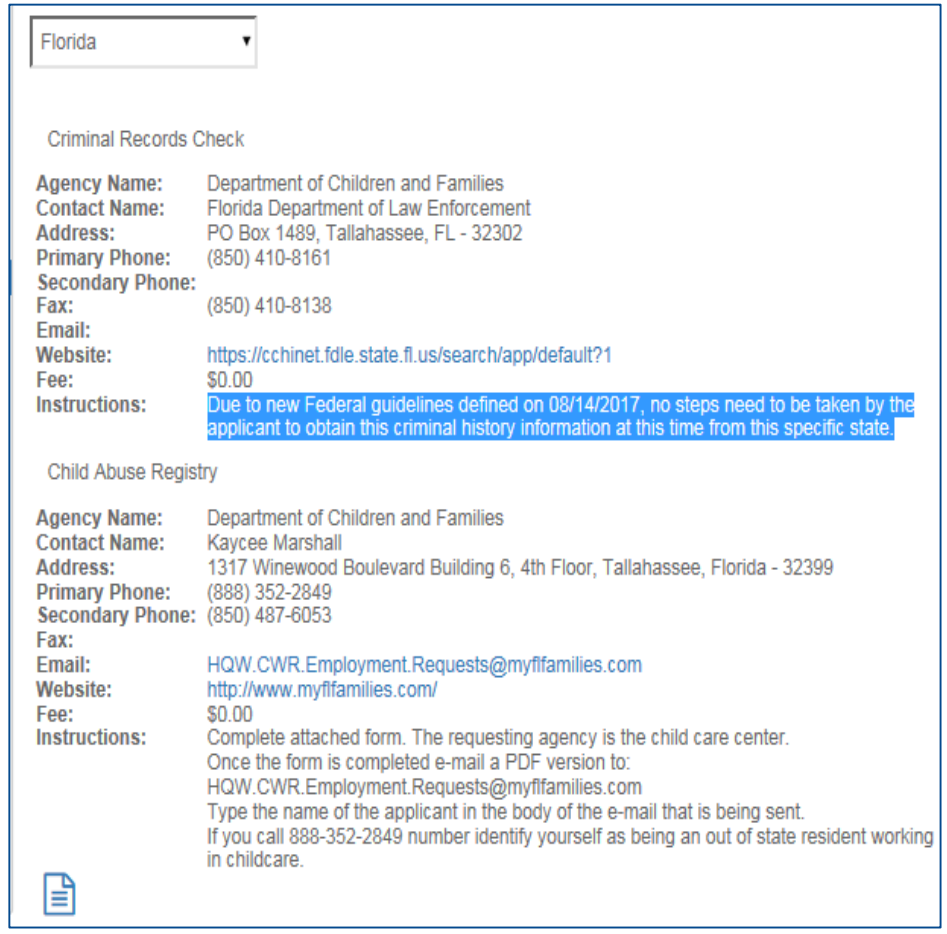


Conducting Out of State Background Checks

DECAL website provides links to instructions and the proper forms

Step 4
Participating State Pages

- Here's what a participating state page looks like.
- The instructions will tell users that "no steps need to be taken by the applicant to obtain this criminal history information at this time from this specific state." This means no criminal record check is needed from this state.
- The page also explains how to request a child abuse/neglect registry search, required documents, the cost, payment procedures, and contact information.
- Always read the instructions! Following this procedure will ensure the timely delivery of required documents.
- REMINDER: Internet Explorer is required to download or print the state's request form by clicking on the blue page icon on the bottom of the page.



Conducting Out of State Background Checks

DECAL website provides links to instructions and the proper forms

Step 5
Verify The Records Request

Those who request Out of State Background Check documents must sign an affidavit verifying the request.

- Get the affidavit form at: http://www.decal.ga.gov/documents/attachments/VerificationOfRequestForOutOfStateBackgroundCheckInformation.pdf

- Complete, sign, and email it to the CRC unit: CRC@decal.ga.gov .

BRIGHT FROM THE START
Georgia Department of Early Care and Learning
2 Martin Luther King Jr. Drive, SE, Suite 754, East Tower, Atlanta, Georgia 30334
(404) 656-5957

Brian P. Kemp GOVERNOR

Amy M. Jacobs COMMISSIONER

Verification of Request for Out of State Background Check Information

By completing this verification, I affirm that I have followed the instructions contained on the Bright from the Start: Georgia Department of Early care website to request information from _____ (state(s)) requesting a search of each applicable state's child abuse and neglect registry/criminal records on _____ (date) as required by the Department of Early Care and Learning.

Please be advised that: In accordance with O.C.G.A. 16-10-20, any person who knowingly and willfully makes a false statement or submits a false document to a department or an agency of the state will be guilty of a felony and face a penalty of up to a $1000 fine and up to five years imprisonment per violation.

Date : ___/___/2019
CRC Applicant Name : _____
CRC Application Number : _____
License Number : _____
Facility Name : _____

_____ Signature of Applicant

_____ Printed Name of Applicant

If you no longer work in childcare please let us know immediately.
The affidavit may be e-mailed to CRC@decal.ga.gov.
Questions? Contact the CRCHelpDesk@decal.ga.gov or call 1-855-884-7444.

Conducting Out of State Background Checks

DECAL website provides links to instructions and the proper forms

Step 6
Submit the Documents

- Send the Out of State Background Check documents you receive to DECAL's CRC Unit at CRC@decal.ga.gov .

- After review, you will receive a Comprehensive Determination Letter.

Using DECAL KOALA

Unit 3

Using DECAL KOALA

This Unit will explain how to use DECAL KOALA to:

Sort Columns

Hide Employees

Filter & Search

Using DECAL KOALA

Step 1

Go to DECAL KOALA

www.decalkoala.com

This is the same online site where providers pay their center's annual licensing fee.

Using DECAL KOALA

Step 2

Sign In to DECAL KOALA

- Provider Name = User Name
- Enter Password or click **Need Help With Login?** to set or reset Password.

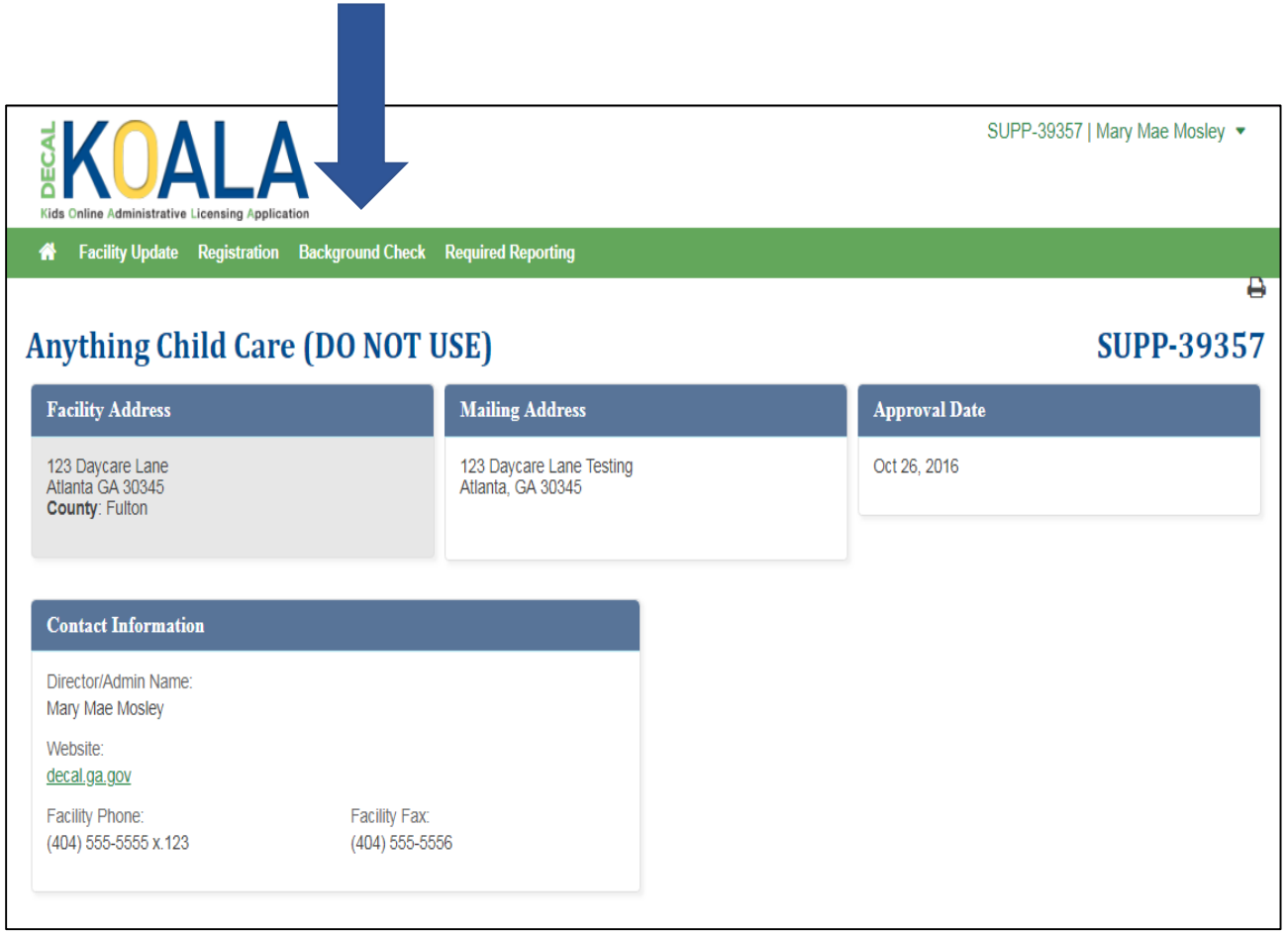
Using DECAL KOALA

Step 3
Inside DECAL KOALA

On the center's main page click on

Background Check

header in the green banner at the top of page.

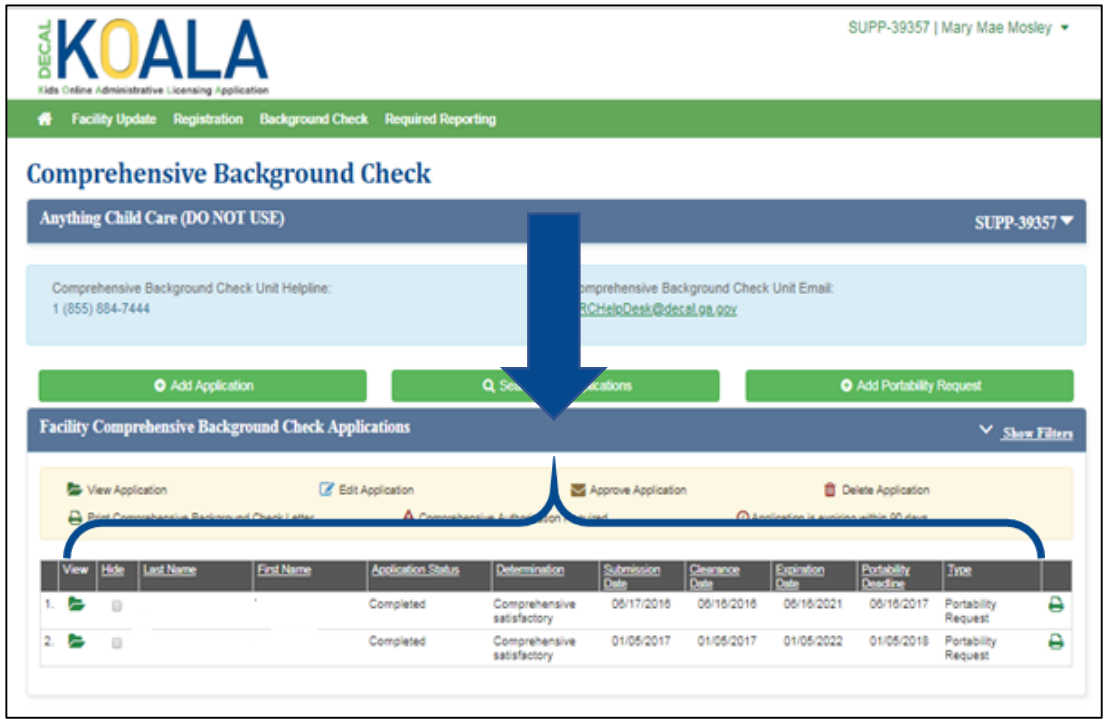


Using DECAL KOALA

Sorting Columns

Background Check Page

- Click on a black column header to list names in alphabetical order or dates in chronological order.
- Click a name or date header twice to sort from Z to A or the oldest date to the most recent.



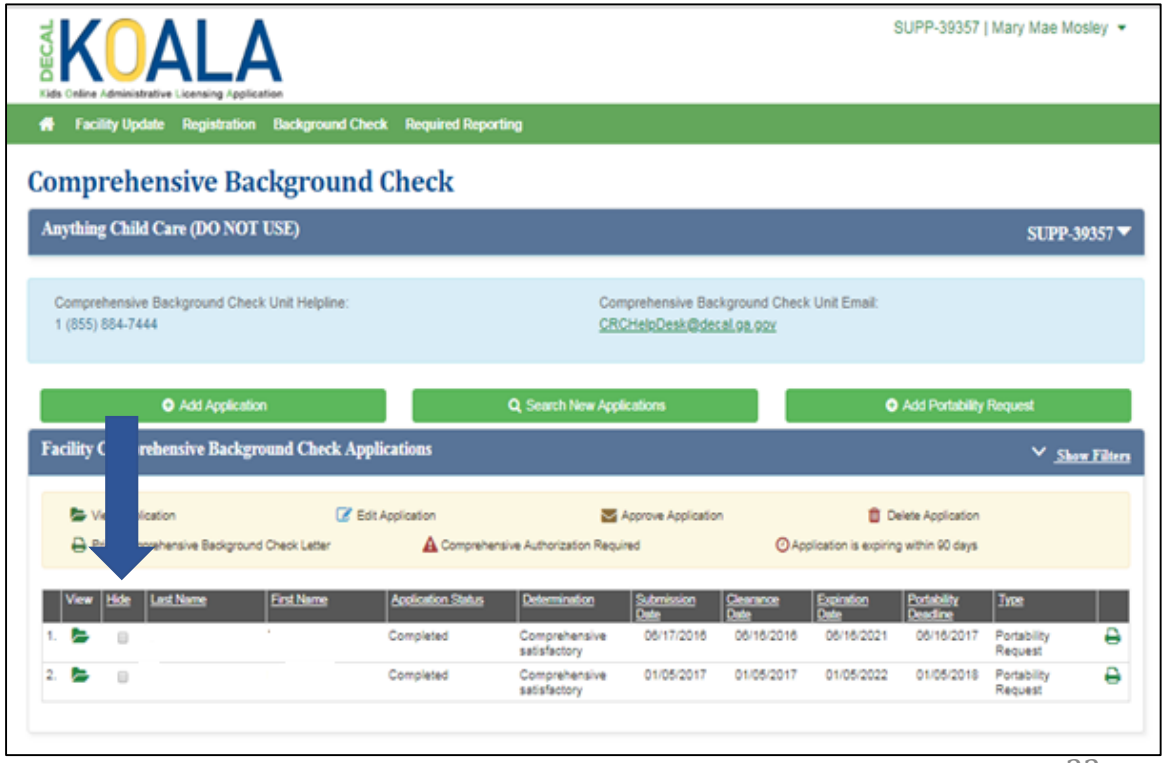
Using DECAL KOALA

Hiding Employees

Step 1
Background Check Page

The records of people who no longer work at the center must be hidden.

- Check the box in the hide column next to the name.
- A window will pop up.

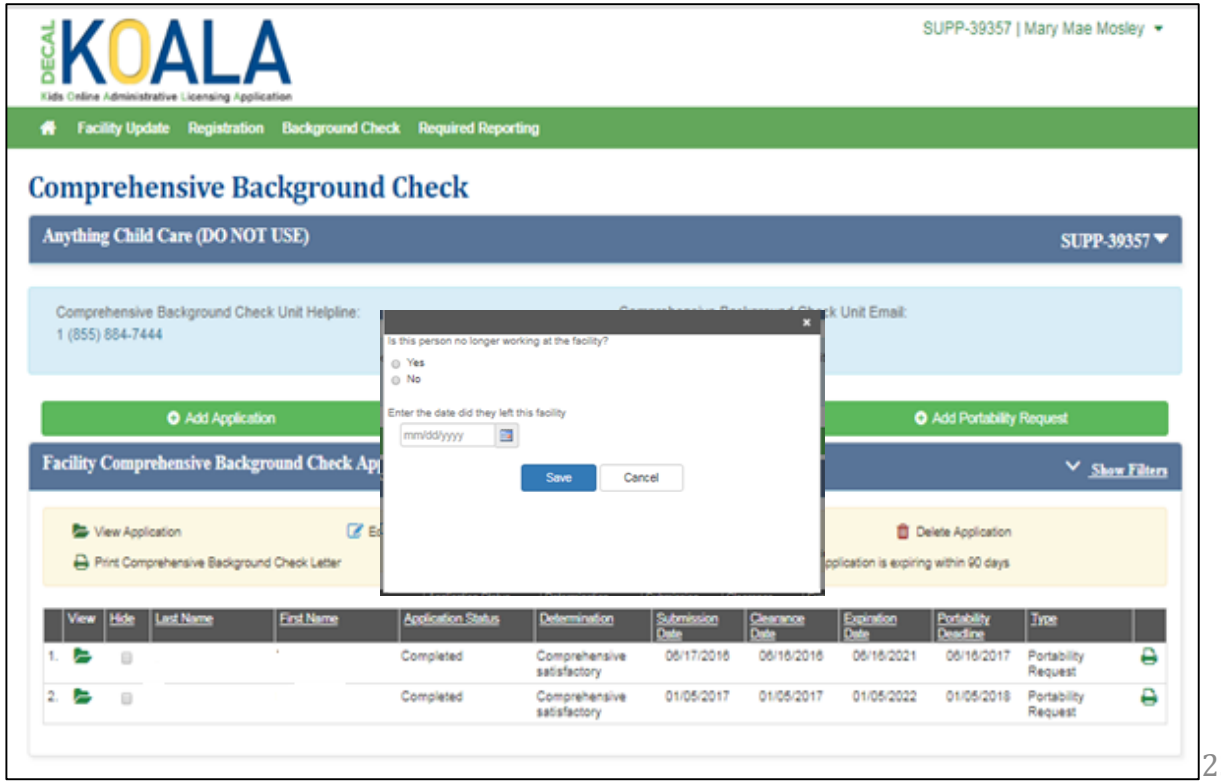


Using DECAL KOALA

Hiding Employees

Step 2
Pop-Up Window

- A prompt asks: “Is this person no longer working at the facility?”
- Click “Yes” and save.
- No exit date is needed.
- Refresh the Background Check Page to see that the names no longer appear.

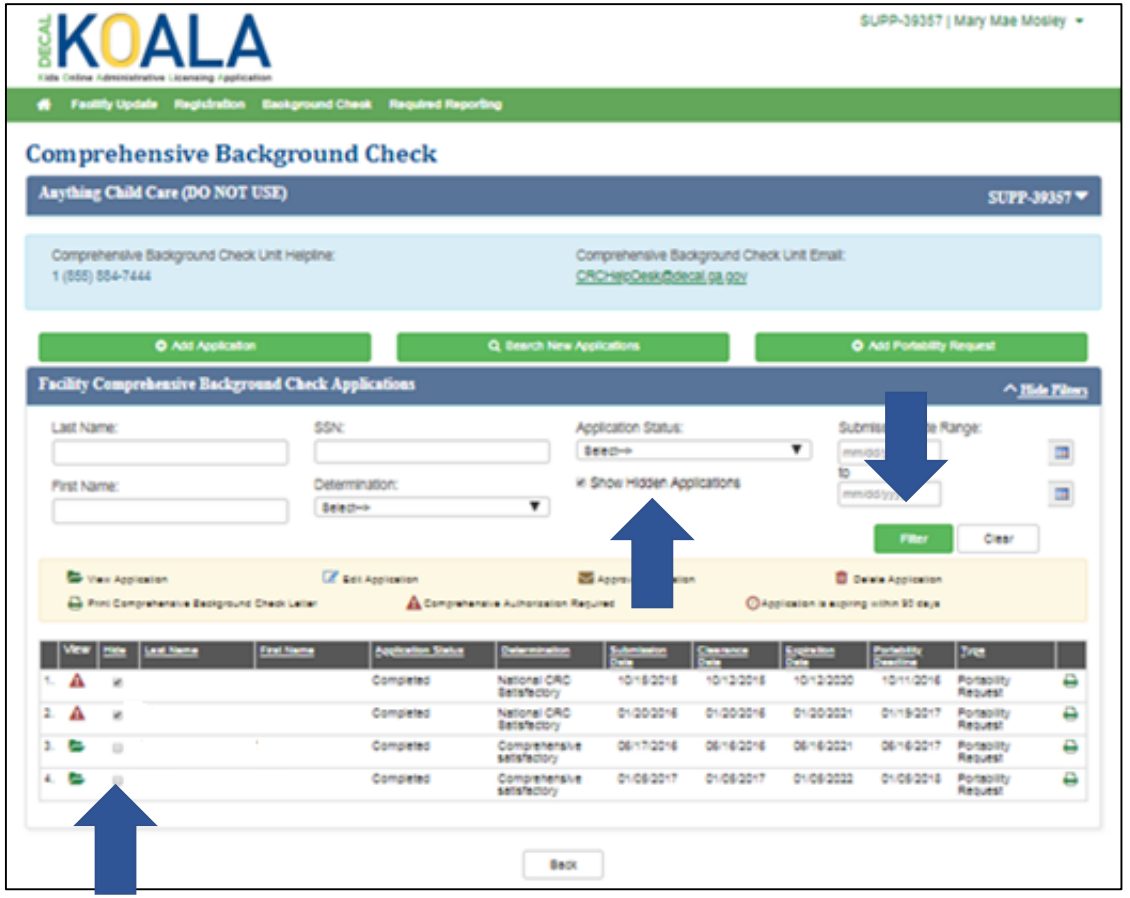


Using DECAL KOALA

Unhiding Employees

To unhide an employee:

1. Click the box “Show hidden applications”.
2. Click Filter button to show all hidden applications.
3. Uncheck the application to be unhidden.
4. Click the Filter button again.



Using DECAL KOALA

Filtering & Searching

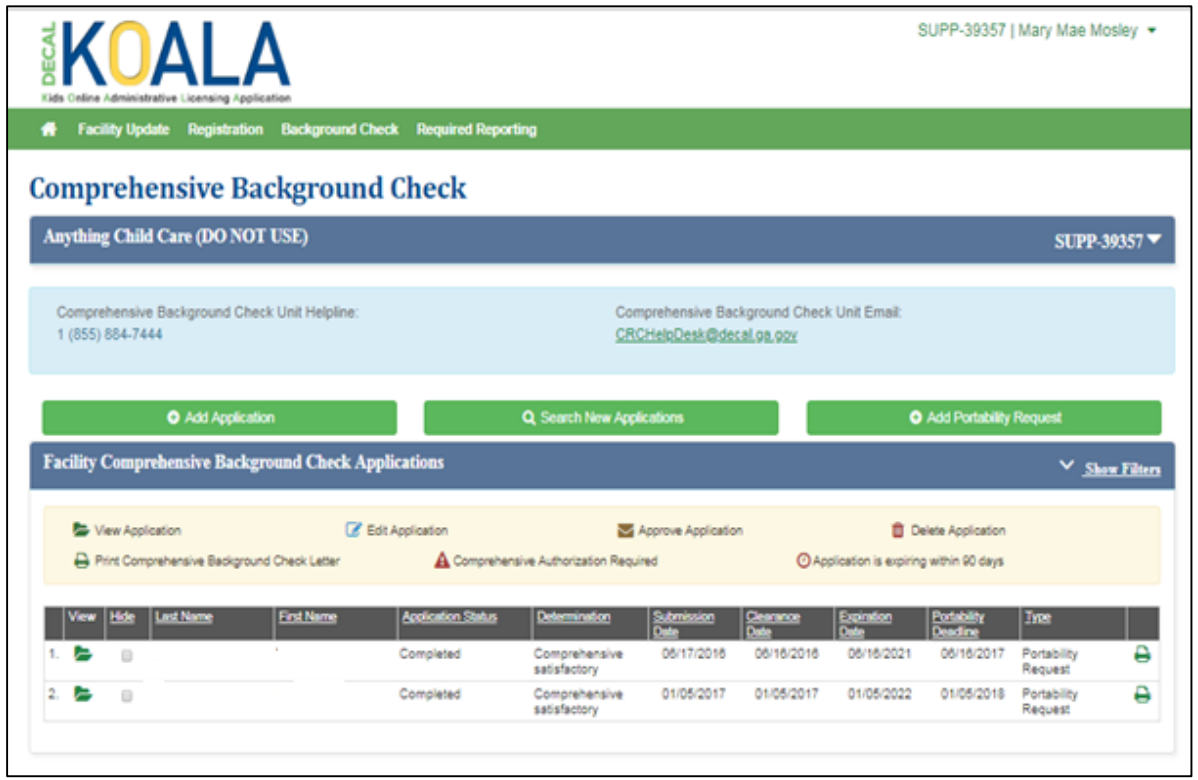
Step 1

Click on

Show Filters

in the middle of the page

on the right side.

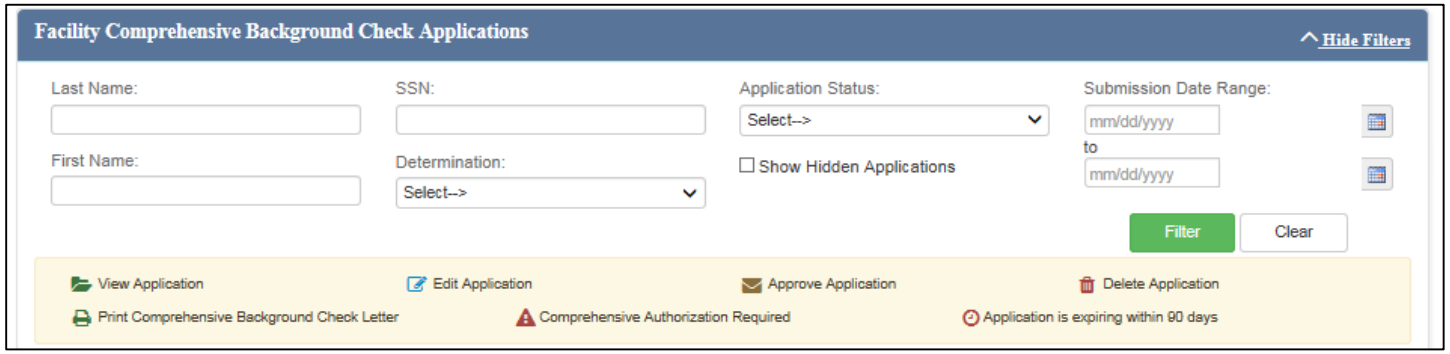


Using DECAL KOALA

Filtering & Searching

Step 2

The Filter Window lets users search by last name, first name, SSN, determination, application status, and submission date.



Maintaining Your KOALA Database

Unit 4

Maintaining Your KOALA Database

Have you seen the Netflix show "Tidying Up With Marie Kondo"?

Your DECAL KOALA Background Check Account should "spark joy" when you are declared 100% compliant on your Background Checks audit!

Maintaining Your KOALA Database

Tidying Up Your KOALA Account

Step 1

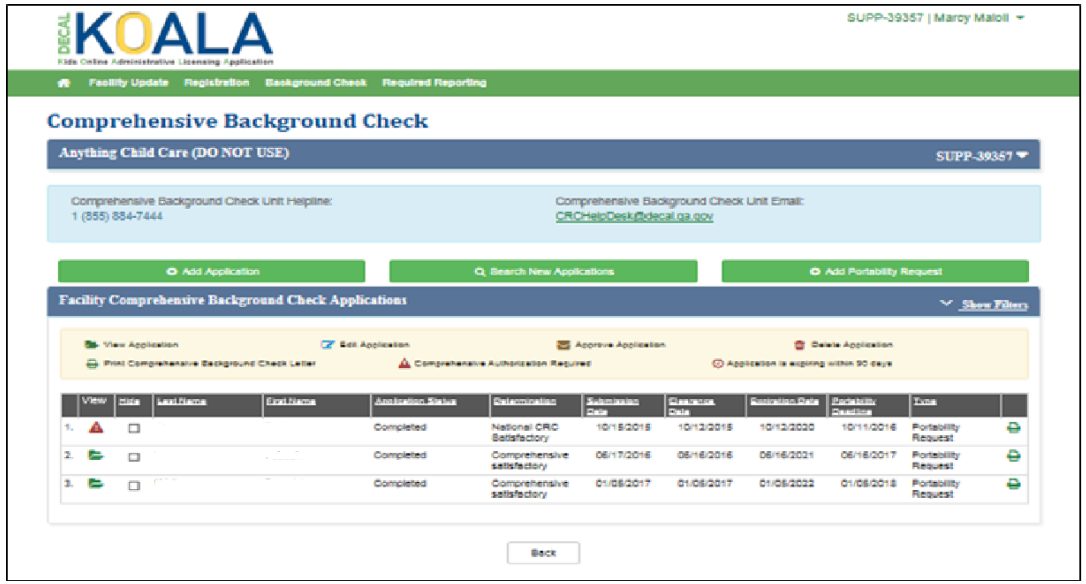
- Go to the background check tab in your account.
- Ensure that the contact information for every licensed CCLC is up to date.
- Accurate phone numbers & email addresses are critical; DECAL primarily communicates via email.

Maintaining Your KOALA Database

Tidying Up Your KOALA Account

Step 2

- Anyone working in your facility, regardless of age, must undergo a comprehensive background check.
- Your account should include the names of all current employees, contractors, or volunteers who enter your facility and have unsupervised access to children.

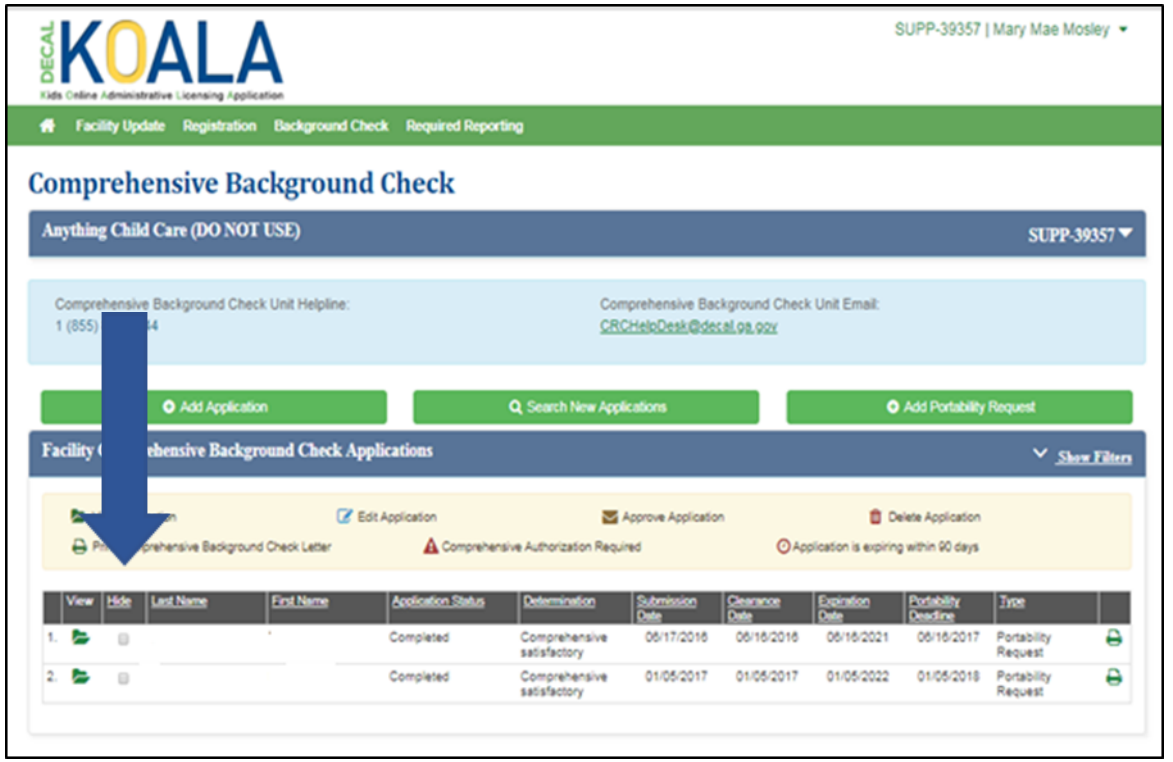


Maintaining Your KOALA Database

Tidying Up Your KOALA Account

Step 3

Hide the files of people who are no longer associated with your facility.

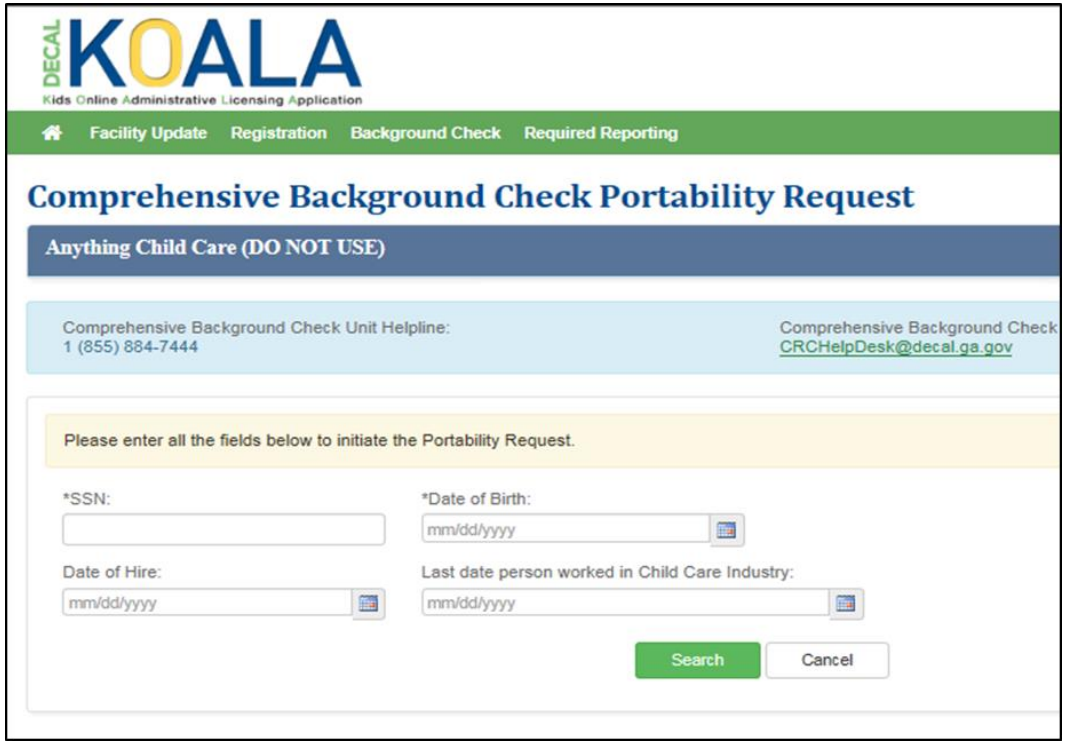


Maintaining Your KOALA Database

Tidying Up Your KOALA Account

Step 4

- All paper Determination Letters in your files must now be electronic documents.
- You must port the Determination Letter to your KOALA account.
- Failure to do so will warrant a citation as of July 1, 2019.



Contacting DECAL's Criminal Records Check (CRC) Unit

Unit 5

Contacting DECAL's Criminal Records Check Unit

Main Number

1 (855) 884-7444

- Phones Answered
Monday — Friday 8 a.m. — 5 p.m.
Except State Holidays

- After-Hours Callers Will Hear
Instructions For Leaving A Message

- Follow the Options Menu & Prompts

Contacting DECAL's Criminal Records Check Unit

Options Menu & Prompts

After Dialing the Main Number

Press 1 - If You Know The Extension You Want

Press 2 - Incomplete Files or Unsatisfactory Notices

- **First letter of the Applicant's Last Name**
  - **Press 1 - A-L**
  - **Press 2 - M-Z**

Press 3 - Portability Requests

Press 4 - Child Abuse Registry

Press 5 - Out of State Background Checks

Press 6 – Center Directors, Employees, or Student Applications Status

- **First letter of the Applicant's Last Name**
  - **Press 1 - A-D**
  - **Press 2 - E-K**
  - **Press 3 - L-R**
  - **Press 4 - S-Z**

Press 7 - Support Center Help, Technical Support, Training Requests

Press 8 - DECAL Employees or DECAL Contractors

Press 9 – All Other Callers and Reasons

Questions

Questions

If you have any questions please contact:

DECAL's Criminal Records Check Unit

Phone: (855) 884-7444

Email: CRCHelpdesk@decal.ga.gov

Glen Clardy

Phone: (404) 232-1838

Email: Glen.Clardy@decal.ga.gov