

## **Knowledge Base Article**

### **Table of Contents**

Overview	3
Navigating to Open Agency Inquiries - Licensing Specialist	3
Background Check Review	4



#### **Overview**

This User Guide describes how a Licensing Specialist reviews a background check during the Initial Inquiry for an Agency Certification process. If the Licensing Specialist needs to review a background check outside of the Initial Inquiry process, please refer to this User Guide: Licensing Specialist Access to Background Checks OCAF.

## **Navigating to Open Agency Inquiries - Licensing Specialist**

From the Licensing Specialist OCAF Home screen:

1. Select **Cases** from the dropdown.

			Sandbox: UAT   <u>Log out</u>				
Department of Job & Family Services				*• 🖬 🎕 ? 🌣 🖡 👼			
Ohio Certification f	Home	~					
	h Home	Ĺ		Helpful Links			
Welcome to C	Account:	s	tion for Agencies	✓ Ohio Laws and Administrative Rules			
and Families (	Contacts	;		Ohio Revised Code - Chapter 5103: Placement of			
Manage all of your agency's ir	Individua	al Applications	in one place	Ohio Administrative Code - 5101:2 Division of Social			
	Cases						
Privacy Policy	U Backgroi	und Checks		✓ E-Manuals			
By accessing and using this compute and security purposes. Any informat	Agency /	Applications	rstem monitoring for network administration e uploaded and stored within the Ohio	Family, Children, and Adult Services Manual			
Certification for Agencies and Famil	Acency I	Policies	will be available to personnel employed by	Published Documents			
the onto Department of Children an unauthorized access to or exceed au to them) could be subject to criminat a	na cıvıl pehait	lesiana/or aamu	luding logging in with credentials not assigned nistrative action. If you are aware of any such	Initial Certification - Completing the 1290 Application			

2. Select My Open Inquiries from the dropdown menu.

Ohio	Department of Job & Family Services		Q Search	
* * * * * * * * *	Ohio Certification f	Cases	$\sim$	
	ases Recently Viewed 💌 🖈	)		New
1 item •	<b>Q</b> Search lists			
	RECENT LIST VIEWS			Â
1	All My Agency's Inquiries			
	All New Agency Inquiries			
	My Open Agency Inquiries (F	Pinned list)		
	✓ Recently Viewed			
	ALL OTHER LISTS			

The **My Open Agency Inquiries** screen appears. The Inquires listed here are assigned to you.

Ohio	Department of Job & Family Services		Q Se	earch					<b>★ •</b>	@ ? ‡ <b>₽</b>	5
* * * * * *	Ohio Certificati	on f Cases		$\sim$							
2 items	Cases My Open Agency Inquiries 2 items • Sorted by Case Number • Filtered by My cases - Case Record Type • Updated a minute ago New Printable View Close Case Edit Case Change Case Owner Q Search this list Q Search this list Q Search this list										
	□ Case ↑ ∨	Account Name 🗸 🗸	Status 🗸	Contact 🗸	Email Address	∨ U ∨	Submission D	Date 🗸 Owne	r Name 🗸 🗸	Last Modified $\lor$	
1	011868	Together We Ar	Assign				10/8/2024 7:1	3 Lisa Li	censing S	11/12/2024 3:5	•
2	011870	Happy Homes	Assign	James De	Testing @child	Image: A the second	11/12/2024 17	I: Lisa Li	censing S	11/12/2024 3:5	•

#### **Background Check Review**

From the My Open Agency Inquiries screen:

1. Click on the **Contact Name** for the appropriate inquiry.

Dhi	Department of Job & Family Services		Q Searc	h						🎄 ? 🌣 🖡	6	
* * * * * * * * *	Ohio Certificat	ion f Cases	;	$\sim$	<b>0</b> 11	187053   Case		~ ×				
Cases My Open Agency Inquiries 2 items • Sorted by Case Number • Filtered by My cases - Case Record Type • Updated 27 minutes ago New Printable View Close Case Edit Case Change Case Owner Q Search this list Q Search this list Q Search this list								<ul><li>▼</li></ul>				
	□ Case ↑ ∨	Account Name 🗸	Status 🗸	Contact	~	Email Add	ress 🗸	U ~	Submission	✓ Owner Name ✓	🗸 Last Modifie 🗸	
1	011868	Together We	Assign					<b>V</b>	10/8/2024 7:1	Lisa Licensing	11/12/2024 3:	•
2	011870	Happy Homes	Assign	James De		lisa.oliver@	ch		11/12/2024 1	Lisa Licensing	11/12/2024 3:	



The **Contact Details** screen displays, defaulting to the **Details** tab.

Contact James	Dean		(a) New Event
gency Job Title administrator	Phone (123) 456-1122	County	
Details	Background Checks	Other Documents	Personnel History
✓ Personal	Information		
Name			Mailing Address
James Dean		/	123 Happy St Happy, Ohio 12345
(123) 456-112	22	1	United States
Email			- UN
lisa.oliver@ch	nildrenandyouth.ohio.gov	/	

2. Click the **Background Checks** tab.

Contact James	Dean			New Event
Agency Job Title Administrator	Phone (123) 456-1122	County		
Details	Background Checks	Other Documents	Personnel History	
∨ Personal	Information			

The **Background Checks** screen appears.



Contact Jame	s Dean	Ā	) New Event	New Task Edit 🔻						
Agency Job Title Administrator	Phone (123) 456-1122	County								
Details           Details           Back           2 items • Sort	Details       Background Checks       Other Documents       Personnel History         Image: Background Checks (2)       Image: Compared by Created Date + Updated a few seconds and         2 items + Sorted by Created Date + Updated a few seconds and       Compared by Created Date + Updated a few seconds and									
Back	ground Check Number	<ul> <li>✓ Criminal</li> </ul>	Record Check Type	$\sim$	Date of Background Check	$\sim$	Status	~		
1 BGC	0127	BCI Only			11/1/2024		Pending			
2 <u>BGC</u>	2 <u>BGC-0128</u> FBI Only 11/1/2024 Pending									
	View All									

3. To view the Background Checks, click the blue hyperlink under **Background Check Number**.

Contact James Dean			New Event	New Task Edit 💌
Agency Job Title Phone Administrator (123) 456-1122	County			
Details Background Checks	Other Documents Perso	onnel History		\$\$ * C
Background Check Number	Criminal Record Check Type	✓ Date of Background Check	✓ Status	~
1 <u>BGC-0127</u>	BCI Only	11/1/2024	Pending	
		11/1/2024		$\bigcirc$
2 <u>BGC-0128</u>	FBI Only	11/1/2024	Pending	

The **Background Check Details** screen appears. This tab displays the information entered by the agency, such as: **Criminal Record Check Type**, **Date of Background Check**, **Receipt** and **Personnel Name**. All these fields with the **Edit Icon** next to them are **Editable**.



Ohio Certification f	Cases	V 🛱 011	87053   Case	~ ×	🖽 James Dea	an Contact ∨ X		
🖪 James Dean   Co 😲 BG	-012							
Background Check BGC-0127							Edit	Printable View
Details Background	Check History					Files cannot b Background (	be added to an e Check	existing
Background Check Det     Criminal Record Check Type	ils	Status				Files (1)		◄
BCI Only Date of Background Check	/	Pending Non-Compliant R	eason		1	BCI Backgr Nov 12, 202	ound Check 4 • 13KB • docx	
Receipt Date 11/1/2024		Comments			, di		View All	
Review Date	/	Routed for Reviev	v Reason		1			
Background Check Number BGC-0127		Study Number			1			

Here is where the Licensing Specialist and/or Supervisor will **Review** the **Received Background Check**. See Below:

4. Click the **BCI Background Check** blue hyperlink under **Files**.

Ohio Certificatio	on f	Cases	$\sim$	💼 01187053   Case	~ ×	🖽 James Dear	n   Contact 🗸 🗙	
🖪 James Dean   Co	ပ္ပ္ BGC-012	2 ~ ×						
Background Check BGC-0127	c							Edit Printable View
<b>Details</b> Backg	ground Che	ck History					Files cannot b Background C	e added to an existing Check
✓ Background Che	eck Details						Files (1)	
Criminal Record Check Ty	/pe		Status					
BCI Only			Pendir	ıg			BCI Backgro	ound Check
Date of Background Chee	ck		Non-Co	ompliant Reason			Nov 12, 202	4 • 13KB • docx
11/1/2024								Minus All
Receipt Date			Comme	ents				view All

The **Background Check** displays in a separate window.

5. Click the **X** button when finished Reviewing the Background Check.



BCI Background Chec	k 🛃 Download 🖆 Share 🔗 Public Link 👻	×
Services		
Ohio Certifica		
🖽 James Dean   Co		
	Test BCI Background Check	
Background G		t it Printable View
BGC-012.		
Details Ba		to an existing
V Background (		
Criminal Record Chec		
BCI Only		
Date of Background ( 11/1/2024		
Receipt Date		A C
11/1/2024		
Review Date		
11/13/2024		
Background Check N		
BGC-0127		
Surton Info	▲ Page 1 of 1 💌 💱	
O Omni-Channel (Offline		

6. Once done reviewing, click the **Edit** button.

	Ohio Certification f	Cases	$\sim$	💼 01187053   Case	~ ×	🖽 James Dean	Contact ∨ X		
E	I James Dean   Co ↓ BGC-012 ∨ ×								
	Background Check BGC-0127			Edit Printable				Printable View	
	Details Background Check History						Files cannot k Background (	oe added to an e Check	existing
	$\checkmark$ Background Check Details								
•	Criminal Record Check Type		Status				Files (1)		•

An Edit box appears allowing the user to **Edit** the status of the Background Check.

- 7. Make a selection from the Status dropdown menu.
- 8. Select a **Review Date**.
- 9. Click Save.



Edit BGC-0127						
			* = Required Information			
Background Check Details						
*Criminal Record Check Type BCI Only Date of Background Check 11/1/2024 Receipt Date 11/1/2024	•	* Status Compliant Non-Compliant Reason None Comments	5 •			
Review Date       11/13/2024       Background Check Number       BGC-0127		Routed for Review Reason None  Study Number	•			
	Cancel	Save				

**Note:** If the Background Check is **Non-Compliant** or needs corrected, please refer to this User Guide for further instruction: <u>Licensing Specialist Access to Background</u> <u>Checks OCAF</u>.

A message will display verifying the Background Check has been saved.



The Status now shows as Compliant on the Background Check screen.



Details	Background Check History					
∨ Backgro	ound Check Details					
Criminal Record Check Type BCI Only		Status Compliant				
Date of Backg 11/1/2024	round Check	Non-Compliant Reason				
Receipt Date 11/1/2024		Comments				
Review Date 11/13/2024		Routed for Review Reason				
Background C BGC-0127	heck Number	Study Number				

The **Status** also shows Complaint on the **Contact Details** screen, **Background Check** tab.

Contact James	Dean					New Event	New Task Edit 🔻		
Agency Job Title Administrator	Phone (123) 456-1122	County							
Details	Details Background Checks Other Documents Personnel History								
Background Checks (2)       Image: Comparison of the state of the sta									
Backg	round Check Number	✓ Criminal Record Che	eck Type 🛛 🗸	Date of Background Check	$\sim$	Status	~		
1 BGC-0	)127	BCI Only		11/1/2024		Compliant	•		
2 BGC-0	1128	FBI Only		11/1/2024		Pending	•		
	View All								

If you need additional information or assistance, please contact the JFS DCY Customer Care Center at <u>https://odjfs2.my.site.com/CustomerCareCenter</u>.

