

Licensing Specialist Access to Background Checks



Knowledge Base Article

Licensing Specialist Access to Background Checks

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Licensing Specialist Access to Background Checks

Overview

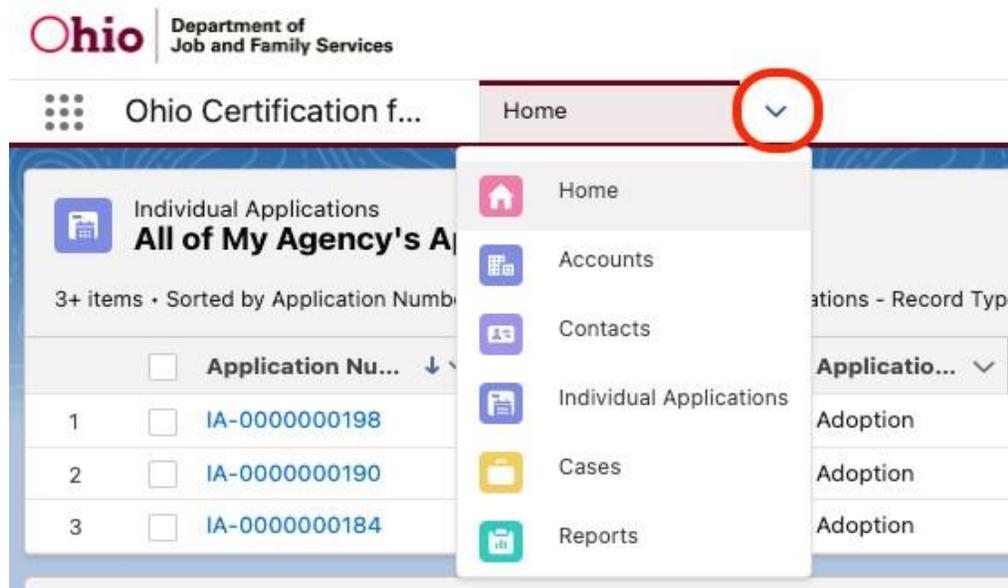
This article describes how a Licensing Specialist and Supervisor can access the Agency Hub to review Background Checks and Authorize them within the Ohio Certification for Agencies and Families (OCAF) system.

For guidance on Navigating the OCAF Agency Hub, please refer to the following User Guides. This article is focused on solely accessing Background Checks.

- [OCAF Agency User Guide](#)
- [Accessing Agency Account and Staff Personnel Information](#)

Navigating OCAF

After logging into the system, the tabs at the top will guide you through the different work items in OCAF.

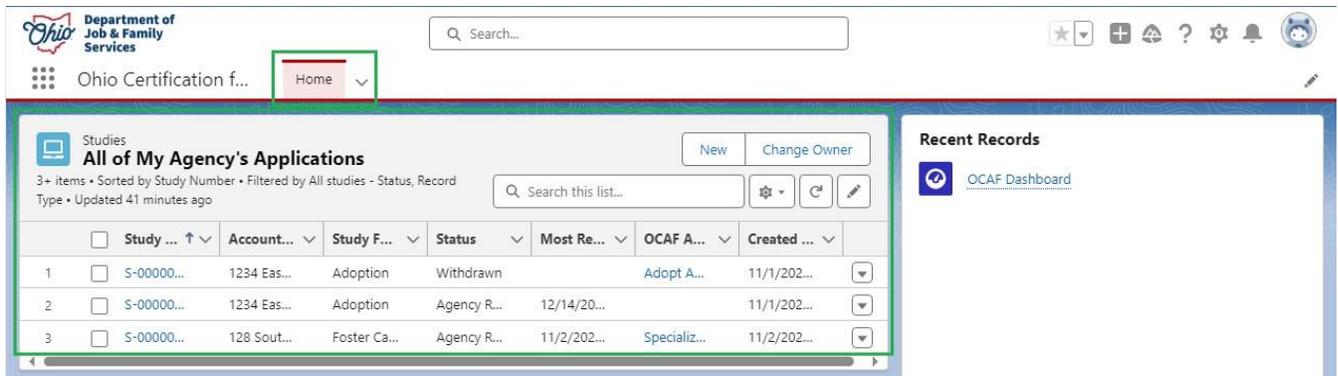


Home Tab

The **Home** page will be the initial screen presented each time you log into OCAF. It will display:

The list of **Child Placement Applications** (commonly known as the JFS 01691) submitted to your agency.

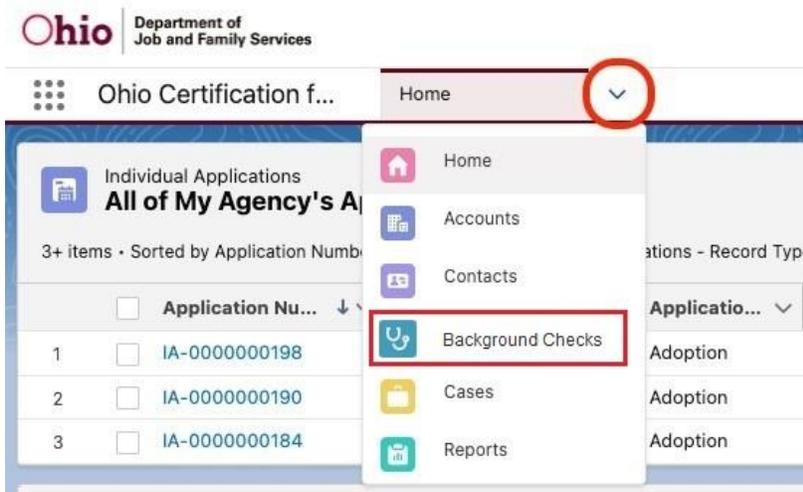
Licensing Specialist Access to Background Checks



Background Checks Tab

The **Background Checks** tab allows you to review **Background Check** requests for **New Contacts, New Employees** within **Any Agency**.

1. From the **Home** dropdown menu, select **Background Checks**.



The **All Personnel Background Checks** screen appears displaying all background checks. Shown Below:

Licensing Specialist Access to Background Checks

Ohio Certification f... Background Checks

Background Checks
All Personnel Background Checks

15 items • Sorted by Background Check Number • Filtered by All background checks - Record Type • Updated a few seconds ago

Search this list...

	Background...	Personnel Name	Agency Account Name	Criminal Record Check Type	Date of Back...	Status
1	BGC-0000	fred xcvcv	A New Leaf, Inc.	BCI Only	1/1/2024	Pending
2	BGC-0001	Scott Gall	Choice Network, Inc.	Both BCI and FBI	1/1/2024	Confirmed Non-Compliant
3	BGC-0002	fred xcvcv	A New Leaf, Inc.	BCI Only	1/16/2024	Pending
4	BGC-0003	Ari Reese	Caring for Kids, Inc.	Both BCI and FBI	1/1/2024	Incomplete
5	BGC-0004	fred xcvcv	A New Leaf, Inc.	Both BCI and FBI	1/23/2024	Compliant
6	BGC-0005	Jeff Smith	Buckeye Ranch, Inc. (The)	Both BCI and FBI	1/2/2024	Non-Compliant
7	BGC-0006	Scott Gall	Choice Network, Inc.	Both BCI and FBI		Confirmed Corrective Action
8	BGC-0007	Joe Johnson	Choosing Hope Adoptions	Rehabilitation Verification	2/26/2024	Pending
9	BGC-0008	Jimmy Johns	Adoption Circle	Both BCI and FBI	1/29/2024	Non-Compliant
10	BGC-0009	Carl Jung	Pressley Ridge	FBI Only	2/25/2024	Routed for Review
11	BGC-0010	Carl Jung	Pressley Ridge	BCI Only	2/25/2024	Non-Compliant
12	BGC-0011	fred xcvcv	A New Leaf, Inc.	Both BCI and FBI	3/27/2024	Compliant
13	BGC-0014	Stephanie Salesforce	Happy Homes	Both BCI and FBI	4/2/2024	Pending
14	BGC-0015	Tim Testing	Happy Homes	Both BCI and FBI	4/3/2024	Pending
15	BGC-0016	Susie Sacwis	Happy Homes	Both BCI and FBI	4/3/2024	Pending

Note: The **Background Checks** tab will default to **All Personnel Background Checks List View** unless another **List View** is **Pinned**. To **Pin** a different **List View**, click the  icon.

- To change the **List View**, click the **All Personnel Background Checks Dropdown** button.

Ohio Certification f... Background Checks

Background Checks
All Personnel Background Checks

15 items • Sorted by Background Check Number • Filtered by All background checks - Record Type • Updated a few seconds ago

Search this list...

The **List View** options are, **All**, **All Personnel Background Checks**, **Pending & Returned Background Checks**, **Recently Viewed** and **Supervisor Review Background Checks**.

Background Checks
All Personnel Background Checks

15 items

LIST VIEWS

- All
- All Personnel Background Checks (Pinned list)
- Pending & Returned Background Checks
- Recently Viewed
- Supervisor Review Background Checks

	Criminal Record Check Type	Date of Backgro...	Status
1	BCI Only	1/1/2024	Pending
2	Both BCI and FBI	1/1/2024	Confirmed Non-Compliant
3	BCI Only	1/16/2024	Pending
4	Both BCI and FBI	1/1/2024	Incomplete
5	Both BCI and FBI	1/23/2024	Compliant

Licensing Specialist Access to Background Checks

Note: Even though **Licensing Specialists** can view **All** the Background Checks, their most used **List View** will be the **Pending & Returned Background Checks** option.

3. Select, **Pending & Returned Background Checks**.

The **Pending & Returned Background Checks** screen appears.

Reviewing a Background Check

4. Click on the appropriate **Background Check Number** link for the **Contact**.

	Background Ch...	Personnel Name	Agency Account Name	Criminal Record Check Type	Date of Backgro...	Status	Study Num...
1	BGC-0000	fred xcvcv	A New Leaf, Inc.	BCI Only	1/1/2024	Pending	
2	BGC-0002	fred xcvcv	A New Leaf, Inc.	BCI Only	1/16/2024	Pending	
3	BGC-0007	Joe Johnson	Choosing Hope Adoptions	Rehabilitation Verification	2/26/2024	Pending	
4	BGC-0014	Stephanie Salesforce	Happy Homes	Both BCI and FBI	4/2/2024	Pending	
5	BGC-0015	Tim Testing	Happy Homes	Both BCI and FBI	4/3/2024	Pending	
6	BGC-0016	Susie Sacwis	Happy Homes	Both BCI and FBI	4/3/2024	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**.

Details Background Check History

Background Check Details

Criminal Record Check Type	BCI Only	Status	Pending
Date of Background Check	4/1/2024	Non-Compliant Reason	
Receipt Date	4/8/2024	Comments	
Review Date		Routed for Review Reason	
Background Check Number	BGC-0017	Study Number	

System Information

Personnel Name	Created By
Frank Sinatra	Scott Gall AA , 4/8/2024 10:22 AM
	Last Modified By
	Scott Gall AA , 4/8/2024 10:23 AM

Licensing Specialist Access to Background Checks

Here is where the **Licensing Specialist** and/or **Supervisor** will review the **Received Background Check**. They can review the **Files Received** related to the **Background Check**. See Below:

Background Check
BGC-0017

Details Background Check History

Background Check Details

Criminal Record Check Type	BCI Only	Status	Pending
Date of Background Check	4/1/2024	Non-Compliant Reason	
Receipt Date	4/6/2024	Comments	
Review Date		Routed for Review Reason	
Background Check Number	BGC-0017	Study Number	

Files cannot be added to an existing Background Check

Files (1)

- OCAL_Heartful Links
April 6, 2024 • 15 KB • xlsx

View All

- The Specialist or Supervisor needs to fill the following fields: Review Date and Status.

Compliant Background Checks

Background Check
BGC-0014

Related **Details**

Background Check Number	BGC-0014	Criminal Record Check Type	Both BCI and FBI
Status	Pending	Date of Background Check	4/2/2024
Non-Compliant Reason		Routed for Review Reason	
Comments		Study Number	
Receipt Date			
Review Date			
Agency Account Name	Happy Homes		
Record Type	Background Check for Children & Youth	Created By	Lisa Oliver, 4/2/2024 1:24 PM
Personnel Name	Stephanie Salesforce	Last Modified By	Lisa Oliver, 4/2/2024 1:24 PM

- Select **Compliant** from the **Status** dropdown menu.

Licensing Specialist Access to Background Checks

Background Check
BGC-0017

Details Background Check History

Background Check Details

*Criminal Record Check Type
BCI Only

Date of Background Check
4/1/2024

Recort Date
4/8/2024

Review Date
4/9/2024

Background Check Number
BGC-0017

System Information

Person Name
Pamk Sinatra

Status
Compliant

- Compliant
- Confirmed Corrective Action
- Confirmed Non-Compliant
- Corrective Action
- Duplicate
- Incomplete
- Non-Compliant
- Pending
- Return to Specialist
- Routed for Review

Scott Gall AA, 4/8/2024 10:22 AM

7. Click **Save** button.

Background Check Number
BGC-0014

Criminal Record Check Type
Both BCI and FBI

Date of Background Check
4/2/2024

Routed for Review Reason
--None--

Study Number

Status
Compliant

- None--
- Compliant
- Confirmed Corrective Action
- Confirmed Non-Compliant
- Corrective Action
- Duplicate
- Incomplete
- Non-Compliant
- Pending
- Return to Specialist
- Routed for Review

Save

Licensing Specialist Access to Background Checks

Non-Compliant Background Checks

1. Select **Non-Compliant** from the **Status** dropdown menu.

The screenshot shows the 'Background Check History' page for check BGC-0017. The 'Background Check Details' section includes fields for 'Criminal Record Check Type' (BC Only), 'Date of Background Check' (4/1/2024), 'Receipt Date' (4/8/2024), and 'Review Date' (4/8/2024). The 'Status' dropdown menu is open, showing options: --None--, Compliant, Confirmed Corrective Action, Confirmed Non-Compliant, Corrective Action, Duplicate, Incomplete, **Non-Compliant** (checked), Pending, Return to Specialist, and Routed for Review.

2. Select the **Non-Compliant** reason from the dropdown.

The screenshot shows the 'Background Check History' page for check BGC-0017. The 'Background Check Details' section includes fields for 'Criminal Record Check Type' (BC Only), 'Date of Background Check' (4/1/2024), 'Receipt Date' (4/8/2024), and 'Review Date' (4/8/2024). The 'Status' dropdown menu is open, showing options: --None--, **Non-Compliant** (checked), and a 'Non-Compliant Reason' dropdown menu. The 'Non-Compliant Reason' dropdown menu is open, showing options: --None-- (checked), BC completed more than 4 years from prior BC, Completed after Foster Care Certification, Completed after Hire, Hire with Prohibited Offense, Incomplete Rehab Verification, Incorrect Agency requested on Background Check, Incorrect Reason Code, Missing Rehab Verification, and Other.

3. Enter **Comments** as required for the **Non-Compliant** status.
4. If **Non-Compliant** and going to be used in a **Complaint Study**, a **Study Number** can be entered.
5. **Click Save. Background Check is Routed** to Supervisor for **Final Approval**.

Licensing Specialist Access to Background Checks

Details Background Check History

Background Check Details

*Criminal Record Check Type
BCI Only

Date of Background Check
4/1/2024

Receipt Date
4/8/2024

Review Date
4/9/2024

Background Check Number
BGC-0017

*Status
Non-Compliant

Non-Compliant Reason
--None--

Comments

Routed for Review Reason
--None--

Study Number

Note: If the **Background Check** is found to be **Non-Compliant** these will be **Routed to a Supervisor**. Steps to complete this are on **page 9**.

The **Background Check** is now **Completed**. You can find the Completed **Background Check** in the **All Personnel Background Check List View**.

Ohio Certification f... Background Checks

Background Checks

All Personnel Background Checks

15 items • Sorted by Background Check Number • Filtered by All background checks - Record Type • Updated 2 minutes ago

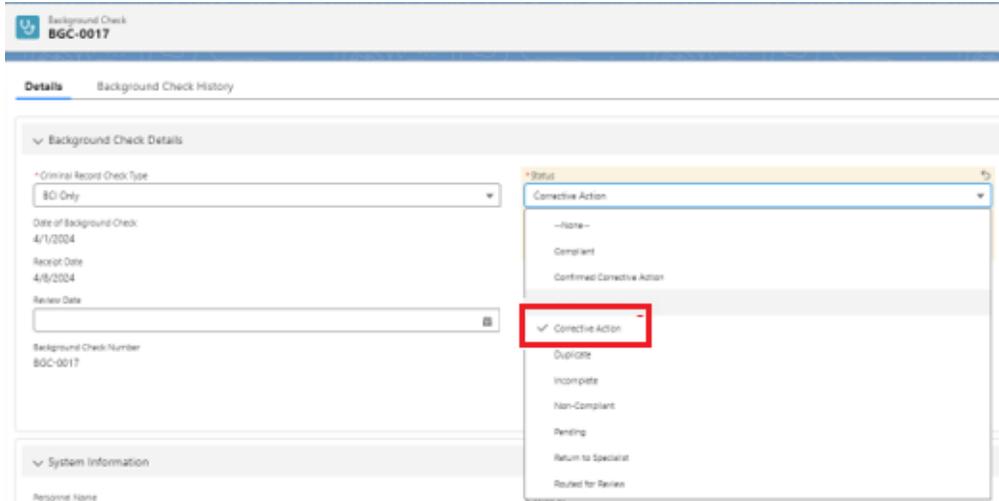
Search this list...

	Backgro...	Personnel Name	Agency Account Name	Criminal Record Check T...	Date of B...	Status
1	BGC-0000	fred xcvcv	A New Leaf, Inc.	BCI Only	1/1/2024	Pending
2	BGC-0001	Scott Gall	Choice Network, Inc.	Both BCI and FBI	1/1/2024	Confirmed Non-Compliant
3	BGC-0002	fred xcvcv	A New Leaf, Inc.	BCI Only	1/16/2024	Pending
4	BGC-0003	Ari Reese	Caring for Kids, Inc.	Both BCI and FBI	1/1/2024	Incomplete
5	BGC-0004	fred xcvcv	A New Leaf, Inc.	Both BCI and FBI	1/23/2024	Compliant
6	BGC-0005	Jeff Smith	Buckeye Ranch, Inc. (The)	Both BCI and FBI	1/2/2024	Non-Compliant
7	BGC-0006	Scott Gall	Choice Network, Inc.	Both BCI and FBI		Confirmed Corrective Action
8	BGC-0007	Joe Johnson	Choosing Hope Adoptions	Rehabilitation Verification	2/26/2024	Pending
9	BGC-0008	Jimmy Johns	Adoption Circle	Both BCI and FBI	1/29/2024	Non-Compliant
10	BGC-0009	Carl Jung	Pressley Ridge	FBI Only	2/25/2024	Routed for Review
11	BGC-0010	Carl Jung	Pressley Ridge	BCI Only	2/25/2024	Non-Compliant
12	BGC-0011	fred xcvcv	A New Leaf, Inc.	Both BCI and FBI	3/27/2024	Compliant
13	BGC-0014	Stephanie Salesforce	Happy Homes	Both BCI and FBI	4/2/2024	Compliant
14	BGC-0015	Tim Testing	Happy Homes	Both BCI and FBI	4/3/2024	Pending
15	BGC-0016	Susie Sacwis	Happy Homes	Both BCI and FBI	4/3/2024	Pending

Licensing Specialist Access to Background Checks

Corrective Action Background Checks

1. Select **Corrective Action** from the **Status** dropdown menu.



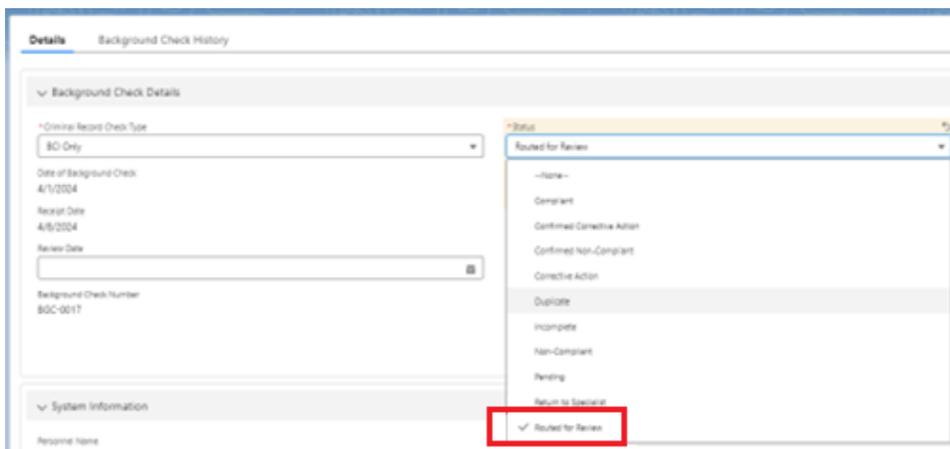
The screenshot shows the 'Background Check Details' form for BGC-0017. The 'Status' dropdown menu is open, and 'Corrective Action' is selected and highlighted with a red box. Other options in the menu include --None--, Compliant, Confirmed Corrective Action, Duplicate, Incomplete, Non-Compliant, Pending, Return to Specialist, and Routed for Review.

2. Type in any **Comments** as needed.
3. Click **Save**. **Background Check** is **Routed** to Supervisor for **Final Approval**.

Routed For review Background Checks

If a **Licensing Specialist** reviews the **Background Check** and is not sure what action needs to be taken, it can be routed to a **Supervisor**. Below are instructions on how send the **Background Check** to a **Supervisor**.

1. Select **Routed for Review** from the **Status** dropdown menu.



The screenshot shows the 'Background Check Details' form for BGC-0017. The 'Status' dropdown menu is open, and 'Routed for Review' is selected and highlighted with a red box. Other options in the menu include --None--, Compliant, Confirmed Corrective Action, Confirmed Non-Compliant, Corrective Action, Duplicate, Incomplete, Non-Compliant, Pending, Return to Specialist, and Routed for Review.

2. Click **Save**.

Licensing Specialist Access to Background Checks

Supervisor Review Background Checks

If a **Background Check** is found to be **Non-Compliant**, **Needs further Review** or a **Corrective Action** needs taken, the **Supervisor** will review these **Background Checks**.

1. From the **Background Checks Tab**, select **Supervisor Review Background Checks** from the **List View**.



The **Supervisor Review Background Check List View** appears, displaying all the **Background Checks** marked as **Non-Compliant**, **Corrective Action** or **Routed for Review**.

2. Click on the appropriate **Background Check Number** link for the **Contact**.

The screenshot shows a table with 5 rows of background check data. The table has columns for 'Background...', 'Personnel Name', 'Agency Account Name', 'Criminal Record C...', 'Date of Bac...', 'Status', and 'Study ...'. The first row is highlighted with a green border. The 'Background...' column contains links like 'BGC-0005', 'BGC-0008', 'BGC-0009', 'BGC-0010', and 'BGC-0015'. The 'Status' column contains values like 'Non-Compliant', 'Routed for Review', and 'Non-Compliant'. The 'Study ...' column contains dropdown arrows.

	Background...	Personnel Name	Agency Account Name	Criminal Record C...	Date of Bac...	Status	Study ...
1	BGC-0005	Jeff Smith	Buckeye Ranch, Inc. (The)	Both BCI and FBI	1/2/2024	Non-Compliant	▼
2	BGC-0008	Jimmy Johns	Adoption Circle	Both BCI and FBI	1/29/2024	Non-Compliant	▼
3	BGC-0009	Carl Jung	Pressley Ridge	FBI Only	2/25/2024	Routed for Review	▼
4	BGC-0010	Carl Jung	Pressley Ridge	BCI Only	2/25/2024	Non-Compliant	▼
5	BGC-0015	Tim Testing	Happy Homes	Both BCI and FBI	4/3/2024	Non-Compliant	▼

The **Background Check** screen appears, **Defaulting** to the **Details Tab**. This Tab displays the **Status**, **Non-Compliant Reason**, **Comments** and **Routed for Review Reason**. All these fields are **Editable**.

The screenshot shows the 'Details' tab for a background check. It has a sub-tab 'Background Check History'. Below this, there is a section 'Background Check Details' with a dropdown arrow. The details are organized into two columns. The left column contains: 'Criminal Record Check Type' (BCI Only), 'Date of Background Check' (2/25/2024), 'Receipt Date' (2/25/2024), 'Review Date', and 'Background Check Number' (BGC-0010). The right column contains: 'Status' (Non-Compliant), 'Non-Compliant Reason' (Hired with Prohibited Offense), 'Comments', 'Routed for Review Reason', and 'Study Number'. Each field has an edit icon to its right.

Details	Background Check History
Background Check Details	
Criminal Record Check Type BCI Only	Status Non-Compliant
Date of Background Check 2/25/2024	Non-Compliant Reason Hired with Prohibited Offense
Receipt Date 2/25/2024	Comments
Review Date	Routed for Review Reason
Background Check Number BGC-0010	Study Number

Licensing Specialist Access to Background Checks

3. From the **Details Tab**, click the **Edit Icon** for the **Status**.
4. Make a selection from the **Status** dropdown menu.
5. Click the **Save** button.

Related **Details**

* = Required Information

Background Check Number
BGC-0015

Criminal Record Check Type
Both BCI and FBI

Status 
Confirmed Non-Compliant

Date of Background Check
4/3/2024

Non-Compliant Reason
BCI completed more than 4 years from prior BCI

Routed for Review Reason
Non-Compliant

Comments
Test Narrative

Study Number

Receipt Date
4/3/2024

Review Date
4/4/2024

Agency Account Name
Happy Homes
This field is calculated upon save

Record Type
Background Check for Children & Youth

Cancel **Save** Updated: 4/3/2024 9:38 AM

The **Completed Background Check** can be found on the **All Personnel Background Checks List View**.

Ohio Certification f... **Background Checks**

Background Checks **All Personnel Background Checks**  

15 items • Sorted by Background Check Number • Filtered by All background checks - Record Type • Updated a few seconds ago

Search this list...

	<input type="checkbox"/> Background...	<input type="checkbox"/> Personnel Name	<input type="checkbox"/> Agency Account Name	<input type="checkbox"/> Criminal Record Check Type	<input type="checkbox"/> Date of Back...	<input type="checkbox"/> Status
1	<input type="checkbox"/> BGC-0000	fred xcvcv	A New Leaf, Inc.	BCI Only	1/1/2024	Pending
2	<input type="checkbox"/> BGC-0001	Scott Gall	Choice Network, Inc.	Both BCI and FBI	1/1/2024	Confirmed Non-Compliant
3	<input type="checkbox"/> BGC-0002	fred xcvcv	A New Leaf, Inc.	BCI Only	1/16/2024	Pending
4	<input type="checkbox"/> BGC-0003	Ari Reese	Caring for Kids, Inc.	Both BCI and FBI	1/1/2024	Incomplete
5	<input type="checkbox"/> BGC-0004	fred xcvcv	A New Leaf, Inc.	Both BCI and FBI	1/23/2024	Compliant
6	<input type="checkbox"/> BGC-0005	Jeff Smith	Buckeye Ranch, Inc. (The)	Both BCI and FBI	1/2/2024	Non-Compliant
7	<input type="checkbox"/> BGC-0006	Scott Gall	Choice Network, Inc.	Both BCI and FBI		Confirmed Corrective Action
8	<input type="checkbox"/> BGC-0007	Joe Johnson	Choosing Hope Adoptions	Rehabilitation Verification	2/26/2024	Pending
9	<input type="checkbox"/> BGC-0008	Jimmy Johns	Adoption Circle	Both BCI and FBI	1/29/2024	Non-Compliant
10	<input type="checkbox"/> BGC-0009	Carl Jung	Pressley Ridge	FBI Only	2/25/2024	Routed for Review
11	<input type="checkbox"/> BGC-0010	Carl Jung	Pressley Ridge	BCI Only	2/25/2024	Non-Compliant
12	<input type="checkbox"/> BGC-0011	fred xcvcv	A New Leaf, Inc.	Both BCI and FBI	3/27/2024	Compliant
13	<input type="checkbox"/> BGC-0014	Stephanie Salesforce	Happy Homes	Both BCI and FBI	4/2/2024	Compliant
14	<input type="checkbox"/> BGC-0015	Tim Testing	Happy Homes	Both BCI and FBI	4/3/2024	Confirmed Non-Compliant
15	<input type="checkbox"/> BGC-0016	Susie Sacwis	Happy Homes	Both BCI and FBI	4/3/2024	Pending

Licensing Specialist Access to Background Checks

6. You can **Edit** a **Background Check** not only by clicking the **Background Check Number** link but also by clicking the **Dropdown** button at the end of the grid.

Background Checks							New	Printable View
All Personnel Background Checks								
15 items • Sorted by Background Check Number • Filtered by All background checks - Record Type • Updated 5 minutes ago							Search this list...	
	Background...	Personnel Name	Agency Account Name	Criminal Record Check Type	Date of Back...	Status		
1	BGC-0000	fred xcvxcv	A New Leaf, Inc.	BCI Only	1/1/2024	Pending	▼	
2	BGC-0001	Scott Gall	Choice Network, Inc.	Both BCI and FBI	1/1/2024	Confirmed Non-Compliant	▼	
3	BGC-0002	fred xcvxcv	A New Leaf, Inc.	BCI Only	1/16/2024	Pending	▼	
4	BGC-0003	Ari Reese	Caring for Kids, Inc.	Both BCI and FBI	1/1/2024	Incomplete	▼	
5	BGC-0004	fred xcvxcv	A New Leaf, Inc.	Both BCI and FBI	1/23/2024	Compliant	▼	
6	BGC-0005	Jeff Smith	Buckeye Ranch, Inc. (The)	Both BCI and FBI	1/2/2024	Non-Compliant	▼	
7	BGC-0006	Scott Gall	Choice Network, Inc.	Both BCI and FBI		Confirmed Corrective Action	▼	
8	BGC-0007	Joe Johnson	Choosing Hope Adoptions	Rehabilitation Verification	2/26/2024	Pending	▼	
9	BGC-0008	Jimmy Johns	Adoption Circle	Both BCI and FBI	1/29/2024	Non-Compliant	▼	
10	BGC-0009	Carl Jung	Pressley Ridge	FBI Only	2/25/2024	Routed for Review	▼	
11	BGC-0010	Carl Jung	Pressley Ridge	BCI Only	2/25/2024	Non-Compliant	▼	
12	BGC-0011	fred xcvxcv	A New Leaf, Inc.	Both BCI and FBI	3/27/2024	Compliant	▼	
13	BGC-0014	Stephanie Salesforce	Happy Homes	Both BCI and FBI	4/2/2024	Compliant	▼	
14	BGC-0015	Tim Testing	Happy Homes	Both BCI and FBI	4/3/2024	Confirmed Non-Compliant	▼	
15	BGC-0016	Susie Sacwis	Happy Homes	Both BCI and FBI	4/3/2024	Pending	▼	

If you need additional information or assistance, please contact the JFS DCY Customer Care Center at <https://odifs2.my.site.com/CustomerCareCenter> .