Background Checks
How Do I … Guide

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The Florida Safe Families Network (FSFN) How Do I Guide helps you understand the steps to complete your work in the FSFN system. It is a desk reference and companion document to other supporting resources such as, User Guides and Online Help. Visit the DCF FSFN Website (http://fsfn.dcf.state.fl.us) for additional resources.

How Do I…

Complete a background check for an Initial or Additional Intake (Command Center Counselor or CIU)

How Do I…?	Selections	Tips & Guidelines
Initiate the background check	• From Desktop, select **Utilities**. • Select **Command Center Queue**. • Select an intake. • From **Options** drop down, select ***Intake Participant Background Check***. • Click **Go**. • Click **Create** hyperlink. • Save **Background Screening** page.	*Completing background checks are security controlled.* *Background checks can be completed after the intake is linked to a case.*

Complete background check screenings	• From **Background Screening** page, click **Add** hyperlink to add document or **Insert** if desired document is not present.
	  – If **Insert** is chosen, on **Screening Details** page, select desired **Document Type** from drop down.
	• Complete **Detail Screening** page.
	• If a JIS document is available:
	  – Open a new browser.
	  – Open.pdf file.
	  – In **JIS Document** group box:
	    • Click **Get Documents** button.
	    • From **Document Type** drop down, select type of document.
	    • Select check box next to participant's name.
	    • Click **Save** and **OK** to add document to policy server.
	  – Click **Save** at bottom of page.
	• On **Screening Detail** page, type or paste your information.
	• Save page.
	• You are returned to **Background Screening** page.
	• Select **Background Check Complete** check box.
	• Click **Save**.	

Complete a background check for an Initial or Additional Intake (Command Center Counselor or CIU)

How Do I…?	Selections	Tips & Guidelines
Complete the background check	• Return to **Intake Background Check** page. • Select **Complete Background Check** check box. • Click **Save**.	*All participants must have a View hyperlink in order to complete the background check.*

Release a Request back to the Background Listing page (Command Center Counselor)

How Do I…?	Selections	Tips & Guidelines
Release an incomplete background check request back to the Background Listing page	• From Desktop, select **Utilities**. • Select **Background Listing** page. • Click **Release** hyperlink for a checked out request. • Select **Yes** when message appears.	*Only CI Unit supervisors can perform this task.* *Releasing a request will remove all current pending work for the background check request and delete the assignment to the worker who checked out the request.*

Request a background check from within a Child Investigation (Field Staff)

How Do I…?	Selections	Tips & Guidelines

Request a background check from within a Child Investigation (Field Staff)		
How Do I…?	**Selections**	**Tips & Guidelines**
Request a background check	• From Desktop, expand **Cases** expand. • Click **Case** icon. • Click **Investigation** icon. • Click **Child Investigation** hyperlink. • **Investigation** page displays. • Click **Participants** tab. • From Background Check group box, select **Background Check?** check box for participant(s) requiring a background check. • Click **Save**.	*The Background Check? check box will be disabled if a background check is in progress.* *Certain pieces of data that are necessary for processing background checks are not required when submitting the request. The system will verify the data is captured and only the validations are met, as well as the other validations on the Child Investigation will be submitted to the Background Check Listing queue when the Child Investigation page is successfully saved.* *Requesting a background check places the participant(s) on the Background Listing page. The CIU will complete the background screenings for each person.*

Request a background check from within an Adult Investigation (Field Staff)		
How Do I…?	**Selections**	**Tips & Guidelines**
Create the Background History	• From Desktop, expand **Cases** expando, • Click **Case** icon. • Click **Case** icon. • Click **Investigation** icon. • Click **Adult Investigation** hyperlink. • **Investigation** page displays. From **Actions** list box, click **Background History** hyperlink. • **Adult Background History** page displays.	

Request a background check from within an Adult Investigation (Field Staff)		
How Do I…?	**Selections**	**Tips & Guidelines**
Request a background check	• From **Investigation** page within **Actions** list box, click **Background History** hyperlink. • Select **Background Check?** check box for participant(s) requiring a background check. • Click **Save**.	*The Background Check? check box will be disabled if a background check is in progress.* *Certain pieces of data that are necessary for processing background checks are not required when submitting the request. The system will verify the data is captured and only the validations are met, as well as the other validations on the Adult Investigation will be submitted to the Background Check Listing queue when the Adult Investigation page is successfully saved.* *Requesting a background check places the participant(s) on the Background Listing page. The CIU will complete the background screenings for each person.*

Request a background check from Maintain Case page (Field Staff)		
How Do I…?	**Selections**	**Tips & Guidelines**
Access the Create Background Checks page	• From Desktop, expand **Cases** expando and click case name hyperlink. • From **Options** drop down, select ***Create Background Checks***. • Click **Go**.	

Request a background check from Maintain Case page (Field Staff)		
How Do I…?	**Selections**	**Tips & Guidelines**
Request a background check	• Select **Background Check?** check box for each participant requiring a background check. • Select desired **Type**: ***Emergency Placement***, ***Planned Placement***, or ***Reunification***. • Click **Request Background Check** button.	*The Background Check? check box will be disabled if a background check is in progress.* *Certain pieces of data that are necessary for processing background checks are not required when submitting the request. The system will verify the data is captured and the validation pop-up page will be launched and require the user to select Yes in order to successfully be submitted and populate the Background Child Listing page. If the user selects No, he/she will be returned to the Create Background Checks page and no request will be submitted.* *The CIU will complete the background screenings for each person.*

Request a background check from the Unified Home Study (Field Staff)		
How Do I…?	**Selections**	**Tips & Guidelines**
Create the Provider Inquiry and Unified Home Study page	• From Desktop, click **Create**. • From **Create** drop down, click **Provider Inquiry**, then **Person**. • Search for or create desired participants. • Click **Continue**. • On **Person Provider Inquiry** page, select role. • Click **Save**. • From **Actions** list box, click ***Unified Home Study*** hyperlink. • On **Unified Home Study** page, complete required fields. • Click **Save**.	
Request background check for Emergency Placements	• On **Unified Home Study** page, click **Background Check Information** tab. • For **Request Type**, **select Emergency Placement** radio button. • Select **Background Check?** check box for desired participant(s). • Click **Request Background Check** button. • Click **Save**.	*The Background Check? check box will be disabled if a background check is in progress.* *Certain pieces of data that are necessary for processing background checks are not required when submitting the request. The system will verify the data is captured and only the validations are met,* *If the Emergency Placement radio button is selected the system will verify the prompt is captured and only once the validations are met will the Emergency Placement validation prompt be displayed.*

Request a background check from the Unified Home Study (Field Staff)

How Do I…?	Selections	Tips & Guidelines

Complete background checks for Emergency Placements	• From Desktop, select **Utilities** drop down and select ***Background Listing***.
	• From **Background Listing** page, select participant.
	• From **Background Screening** page, click **Add** hyperlink to add document or **Insert** if desired document is not present.
	  – If **Insert** is chosen, on **Screening Details** page, select desired Document Type from drop down.
	• Complete **Detail Screening** page.
	• If a JIS document is available:
	  – Open a new browser.
	  – Open.pdf file.
	  – In **JIS Document** group box:
	    ▪ Click **Get Documents** button.
	    ▪ Select Document Type from **Document Type** drop down.
	    ▪ Select check box next to participant name.
	    ▪ Click **Save** and **OK** to add document to policy server.
	  – Click **Save** at bottom of page.
	• On **Screening Detail** page, type or paste your information.
	• Save page.
	• You are returned to **Background Screening** page.
	• Select **Background Check Complete** check box.
	• Save page.
		This step can only be completed by the CIU worker or the Command Center Counselor.
		
		If the placement household has multiple people who require a background check, all participants will be checked out when the first participant is selected for the background check.

Request a background check for Planned Placements	• On **Unified Home Study** page, click **Background Check Information** tab. • Select **Planned Placement** radio button. • Select **Background Check?** check box for desired participant(s). • Click **Request Background Check** button. • Click **Save**.	*The Background Check? check box will be disabled if a background check is in progress.*

Request a background check from the Unified Home Study (Field Staff)		
How Do I…?	**Selections**	**Tips & Guidelines**

Complete background checks for Planned Placements	• From Desktop, select **Utilities** drop down and select ***Background Listing***.
	• From **Background Listing** page, select participant.
	• From **Background Screening** page, click **Add** hyperlink to add document or **Insert** if desired document is not present.
	  – If **Insert** is chosen, on **Screening Details** page, select desired Document Type from drop down.
	• Complete **Detail Screening** page.
	• If a JIS document is available:
	  – Open a new browser.
	  – Open.pdf file.
	  – In **JIS Document** group box:
	    ▪ Click **Get Documents** button.
	    ▪ Select Document Type from **Document Type** drop down.
	    ▪ Select check box next to participant name.
	    ▪ Click **Save** and **OK** to add document to policy server.
	  – Click **Save** at bottom of page.
	• On **Screening Detail** page, type or paste your information.
	• Expand **Planned Placement Screening Response**.
	• Select appropriate radio button to complete your response.
	• Save page.
	• You are returned to **Background Screening** page.
	• Select **Background Check Complete** check box.
	• Save page.
		This step can only be completed by the CIU worker or the Command Center Counselor.
		
		Unlike Emergency placements where checking out the first person in the group assigns the entire group to the worker, if the placement household has multiple people who require a background check, you must check out each participant individually from the queue.
		
		Document naming convention and file creation date appears in the View JIS Screening group box.

View a background check (Field Staff)

How Do I…?	Selections	Tips & Guidelines
View a background check	• From **Person Management** page, click **Additional** tab. • Expand **Background Checks** expando. • Click **View** hyperlink. OR • From **Intake Background Check** page, within **Requested Background Checks** group box, click **View** hyperlink. OR • From **Child Investigation** page, click **Participant** tab. • In **Background Check** column, click **View** hyperlink. • On **Background History** page, click **Background Check** tab. • Click **View** hyperlink. OR • From **Adult Investigation** page within **Actions** list box, click **Background Check** hyperlink. • On **Background History** page, click **Background Check** tab. • Click **View** hyperlink. OR • From **Unified Home Study** page within **Background Check Request** group box, click **View** hyperlink. • From **Maintain Case** page, select ***Create Background Checks*** from **Options** drop down. • Click **View** hyperlink. OR • From Desktop, select ***Background Listing*** from **Utilities** drop down. OR • From Desktop, click **Create** and select **Provider Inquiry**. • From **Person Provider** page, select ***Unified Home Study*** from **Options** drop down.	*To view the most recent background check, click the View hyperlink.* *View hyperlink launches the Background Screening page. The View hyperlink on the Background Screening page launches the screening details if the document's creation is within the 72hour timeframe.* *Access to these pages is security controlled.*

View a background check (Field Staff)		
How Do I…?	**Selections**	**Tips & Guidelines**
View JIS screening	• Proceed to **Background Screening** page. • Within **View JIS Screening** group box, click filename hyperlink.	*Documents must be viewed within 72 hours of their creation.*
View a reposted background screening	• On **Background Screening** page, click filename in **View JIS Screening** group box.	*Reposted documents will display a date in the Repost Date field. These documents are available for view for up to 72 hours of the repost date.*