



**Georgia Department
of Human Services**
Office of Inspector General

Identity History Summary (IDHS)

RCCL Provider Training

Background Investigations Unit



stronger families

FOR A STRONGER GEORGIA



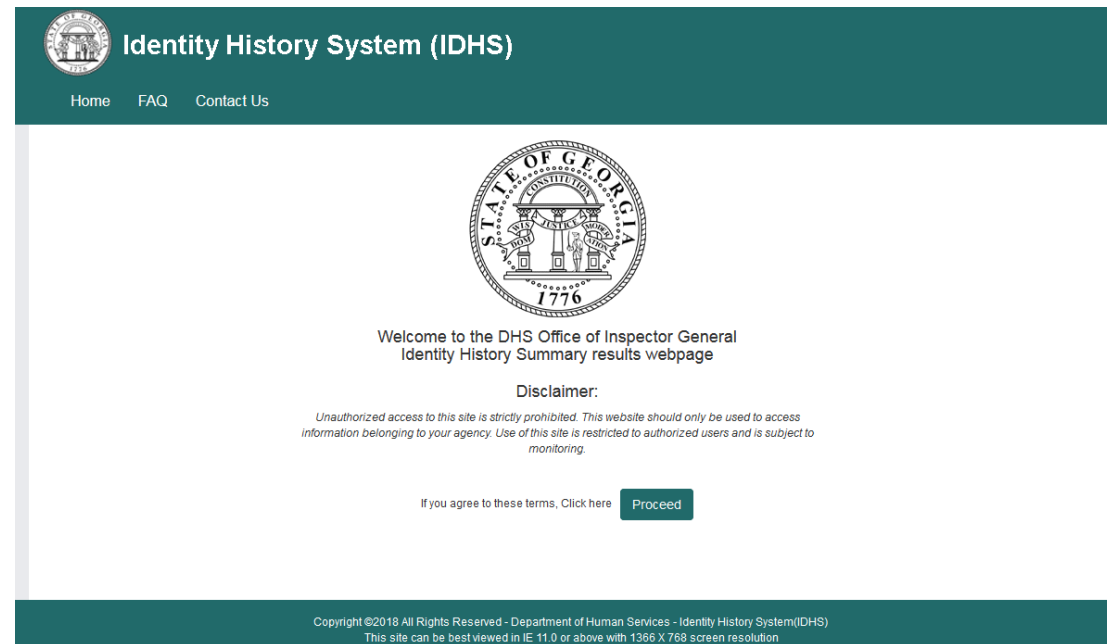
Identity History Summary (IDHS)

- A new application to assist the Department of Human Services, Office of Inspector General, Background Investigations Unit in retaining background checks requested by the Office of Human Resources and DHS providers.
- Providers will retrieve their applicant's determination letters via the IDHS website using the TCN. Letters are accessible 24/7.
- Provider Go-Live Date: Monday, June 2, 2025



Accessing IDHS

- Access to Identity History Summary (IDHS) can be obtained through the following link: <https://idhs.dhs.ga.gov/> The link will not work properly if using Internet Explorer. It is highly recommended that providers use the Google Chrome or Mozilla Firefox internet browsers for access. The link will also be accessible via the Office of Inspector General main website: <https://dhs.georgia.gov/office-inspector-general>.



Accessing IDHS

The Home screen will appear once the provider accesses the link.

- *Unauthorized access to the site is strictly prohibited. This website should only be used to access information belonging to your agency. Use of this site is restricted to authorized users and subject to monitoring.*

Once the provider has read and accepted the disclaimer, click Proceed to enter the site.



Identity History System (IDHS)

Home FAQ Contact Us Records Check Application

STATE OF GEORGIA
CONSTITUTION
1776

Welcome to the DHS Office of Inspector General
Identity History Summary results webpage

Disclaimer:

Unauthorized access to this site is strictly prohibited. This website should only be used to access information belonging to your agency. Use of this site is restricted to authorized users and is subject to monitoring.

If you agree to these terms, Click here [Proceed](#)

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This site can be best viewed in IE 11.0 or above with 1366 X 768 screen resolution



Retrieval of Determination Letter

- Once providers are in the site, letters can be searched by **the Transaction Control Number (TCN)** . Enter the number into the appropriate field.
 - The TCN number is prompted after fingerprints are completed and processed through **Idemia**. Example: 9xxxxxxxx (ALL NUMBERS; 10 digits long)
 - The TCN Number will be provided via email to applicants after fingerprints are processed by Idemia. Applicants will need to provide the TCN to Providers to access letters in IDHS.
 - Applicants can contact Idemia customer service at 1-833-542-9283 for TCN retrieval assistance.
- Don't forget to Enter Captcha.

The screenshot shows the Identity History System (IDHS) search page. At the top, there is a dark teal header with the IDHS logo and the text "Identity History System (IDHS)". Below the header, there are navigation links: "Home", "FAQ", "Contact Us", and "Records Check Application". The main content area is a light gray box with a "Search Letter" title. Below the title, there is a search form with three input fields: "Enter Transaction Control Number (TCN)", a Captcha image showing the characters "iAYg", and "Enter Captcha". A "Search" button is located to the right of the Captcha field. The footer of the page is dark teal and contains the text: "Copyright ©2023 All Rights Reserved - Department of Human Services - Identity History System(IDHS) This site can be best viewed in IE 11.0 or above with 1366 X 768 screen resolution".



Retrieval of Determination Letter

Click on the Document to open the determination letter. Providers may print the letter for the applicant's file.


Letters can only be used for the agency specified on the letter. Sharing of letters between agencies is prohibited. A fingerprint-based background check must be performed for each agency.

Identity History System (IDHS)

Home FAQ Contact Us Records Check Application

Search Letter

777755555 oijJ QiRr Search

Document	Registration ID	First Name	Last Name
	777755555	Test	Test



Registration ID

- The Office of Inspector General will not provide the provider or applicant with the applicant's Transaction Control number if misplaced. It will be the provider's responsibility to maintain the Registration UE ID, TCN, and/or GAC/GAP number once the applicant is registered through Fieldprint.
- If the Registration UE ID or Transaction Control Number (TCN) is misplaced, it can be obtained from contacting:
 - Idemia customer service at 1-833-542-9283 or cares_t2@us.idemia.com
- If you misplaced your Agency GAP/GAC number, please contact:
 - GAApplicant@gbi.ga.gov




Determination Letters

Clearance Letter: Owner/Director/Facility Employee/Foster Care Home Placement is eligible to provide services.

Brian P. Kemp
Governor

Candice L. Broce
Commissioner



Georgia Department of Human Services
Aging Services | Child Support Services | Family & Children Services

August 19, 2024

Agency Name
Agency Address
City, State XXXXX

A background check has been completed on the following person. No information was found which prohibits employment, pursuant to O.C.G.A. 49-5-67 or 49-5-69, or which would preclude service as a foster parent or prohibit residence in a foster placement home pursuant to O.C.G.A. 49-5-69.1.

Applicant Name	Completed
	00/00/0000

If you have any questions or need additional information, please contact our Office at Askolgbtu@dhs.ga.gov


Thank you,

Office of Inspector General
Background Eligibility Unit

47 Trinity Ave S.W., Atlanta, GA 30334 | dhs.ga.gov


Brian P. Kemp
Governor

Candice L. Broce
Commissioner



Georgia Department of Human Services
Aging Services | Child Support Services | Family & Children Services

Date: 05/27/2025



Dear Applicant,

A background check has been completed on the following person. No information was found which prohibits ownership of a licensed facility pursuant to O.C.G.A. 49-2-14.1.

Applicant Name	Completed
	05-27-2025

If you have any questions or need additional information, please contact our Office at Askolgbtu@dhs.ga.gov

Thank you,

Office of Inspector General
Background Eligibility Unit




Determination Letters

Disposition Letter: Additional documentation is needed from the applicant before a determination can be made. Applicant's needing further evaluation will have a final determination uploaded no later than 30 business days from their initial input unless extension granted by CJIS.

Juan P. Kemp
Governor

Candice L. Brice
Commissioner



Georgia Department of Human Services
Aging Services | Child Support Services | Family & Children Services

August 19, 2024

Agency Name
Agency Address
City, State XXXXX

The above-named applicant *needs further evaluation*. Once a final determination has been made, the correct status letter will be posted to the system no later than 30 business days from the date of this letter.
This letter is valid only for the named agency or entity listed above and is not transferable.

Applicant Name	Completed
	00/00/0000

If you have any questions or need additional information, please contact our Office at Askoiqbui@dhs.ga.gov

Thank you,

Office of Inspector General
Background Eligibility Unit

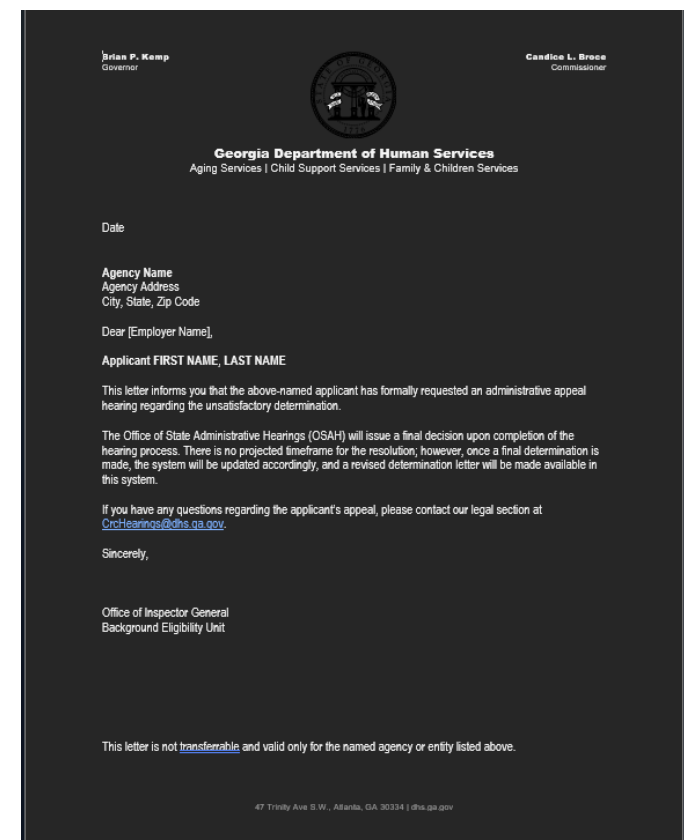
47 Trinity Ave S.W., Atlanta, GA 30334 | dhs.ga.gov



Determination Letters

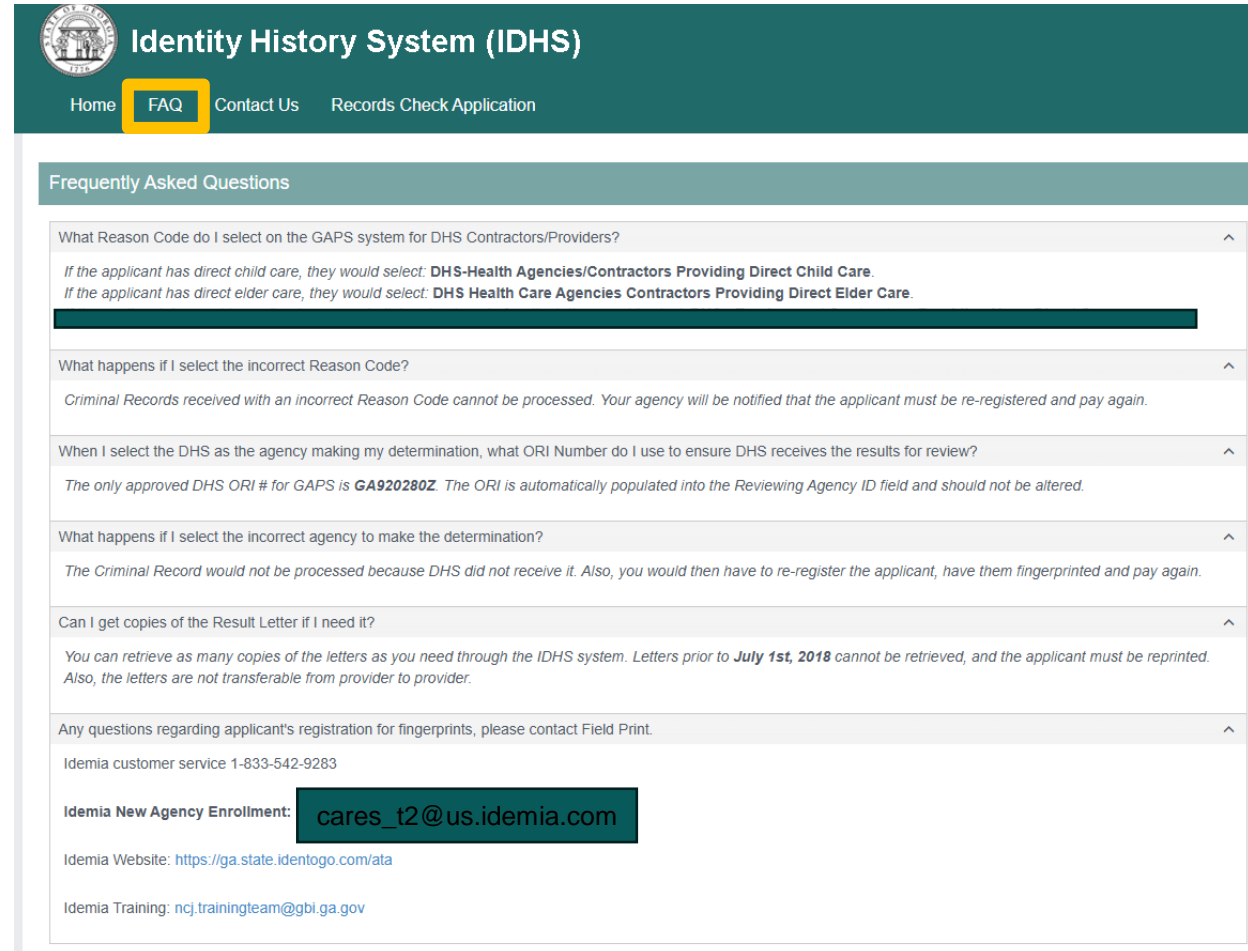
Disqualification Letter: Applicant is disqualified to provide services to an agency with a license with Residential Childcare based on the regulations. If the applicant is currently employed with the agency, termination from employment requires immediate action.

Pending Administrative Appeal letter will also be processed in IDHS.



Frequently Asked Questions (FAQ)

For Frequently Asked Questions, click on the FAQ tab.



The screenshot shows the Identity History System (IDHS) website. The top navigation bar includes the state seal, the title "Identity History System (IDHS)", and links for "Home", "FAQ" (highlighted with a yellow box), "Contact Us", and "Records Check Application". Below the navigation bar is a "Frequently Asked Questions" section with several expandable questions and answers.

Identity History System (IDHS)

Home **FAQ** Contact Us Records Check Application

Frequently Asked Questions

What Reason Code do I select on the GAPS system for DHS Contractors/Providers? ^
*If the applicant has direct child care, they would select: **DHS-Health Agencies/Contractors Providing Direct Child Care**.
If the applicant has direct elder care, they would select: **DHS Health Care Agencies Contractors Providing Direct Elder Care**.*

What happens if I select the incorrect Reason Code? ^
Criminal Records received with an incorrect Reason Code cannot be processed. Your agency will be notified that the applicant must be re-registered and pay again.

When I select the DHS as the agency making my determination, what ORI Number do I use to ensure DHS receives the results for review? ^
*The only approved DHS ORI # for GAPS is **GA920280Z**. The ORI is automatically populated into the Reviewing Agency ID field and should not be altered.*

What happens if I select the incorrect agency to make the determination? ^
The Criminal Record would not be processed because DHS did not receive it. Also, you would then have to re-register the applicant, have them fingerprinted and pay again.

Can I get copies of the Result Letter if I need it? ^
*You can retrieve as many copies of the letters as you need through the IDHS system. Letters prior to **July 1st, 2018** cannot be retrieved, and the applicant must be reprinted. Also, the letters are not transferable from provider to provider.*

Any questions regarding applicant's registration for fingerprints, please contact Field Print. ^
Idemia customer service 1-833-542-9283
Idemia New Agency Enrollment: cares_t2@us.idemia.com
Idemia Website: <https://ga.state.identogo.com/ata>
Idemia Training: ncj.trainingteam@gbi.ga.gov



Contact Information

For questions or concerns, select the Contact Us tab to email the Background Investigations Unit. A Criminal Justice Specialist will respond within 1-2 business day.



Identity History System (IDHS)

[Home](#) [FAQ](#) [Contact Us](#) [Records Check Application](#)

Contact Us

Identity History System (IDHS)

47 Trinity Avenue SW

Atlanta, GA 30334

If you need to contact our office or have questions, please e-mail: askoigbiu@dhs.ga.gov

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Policy

- Applicant's background checks will be processed within 3-5 business days from when the Department of Human Services receives the results from the state approved vendor, Idemia.
- A clearance determination letter for Foster Care Home Placement, Facilities Employment, and Owners/Directors will be accessible by the provider immediately upon the Criminal Justice Specialist entering it into IDHS.
- Applicant's needing further evaluation will have a final determination uploaded no later than 30 business days from their initial input.
- Applicant's awaiting Appeal will have a final determination uploaded immediately after appeal decision is reached. CJIS will be notified of appeal decision same time as applicant notified.

