



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

Records Check Verification Process

Provider Training



stronger families

FOR A STRONGER GEORGIA



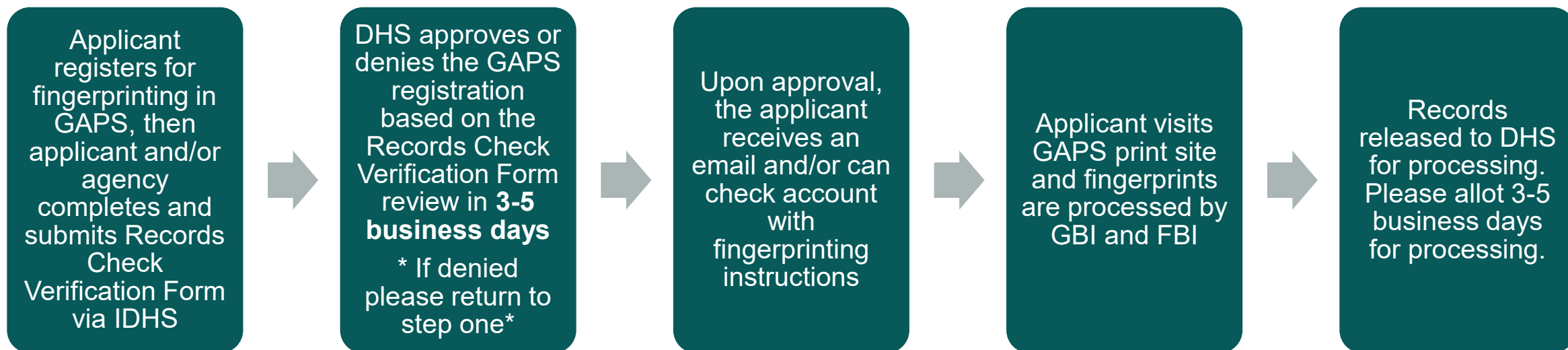
Records Check Application

The Federal Bureau of Investigation (FBI) requires that all agencies submit a Record Check Application on potential applicants prior to GBI and FBI processing an applicant's fingerprints.

- Provides authorization for submission of prints to appropriate authorities
- Provides authorization for processing of background information by DHS



The Process



Georgia Applicant Processing Services (GAPS) Training

- IDEMIA is Georgia's new contracted vendor for statewide fingerprinting.
- For additional training materials, please visit the GCIC website at <https://gcicweb.gbi.state.ga.us/ncja/content/gaps-2>.
- Click on **GAPS Registration** tab for **GAPS Registrations with Approval** [GAPS](#)
- **Agency Portal AMP** (agencies should only access the information for billing): [Agency Management Portal\(AMP\) | Applicant Services](#).
- IDEMIA now offers a billing/invoice option; however, approval is not guaranteed. Please note that billing requests are reviewed on a case-by-case basis. [AMP - GA Invoice Account Billing.pdf](#)
- **Idemia Website:** <https://ga.state.identogo.com/ata>
 - a. Applicants can access this site for registrations, schedule, or change fingerprint appointments after approval.
 - b. Applicants can contact Idemia customer service at **1-833-542-9283** for help with registrations, fingerprint appointments, TCN Retrieval, and locations.

Additionally, here are some helpful resources:

- New Agency Enrollment Email: cares_t2@us.idemia.com
- Idemia Website: <https://ga.state.identogo.com/ata>



Registration Verification

- DHS will compare the information included in the GAPS Registration to the information provided on the Records Check Verification Form.
- Hiring Agencies will be contacted, or GAPS Registrations will be denied for the following reasons:
 - UE ID does not match
 - Name spelled differently on either document.
 - DOB, POB, or SSN listed differently on either document.
 - Sex or Race is listed differently on either document.
 - Service Code/Reason Fingerprinted differently on either document.
 - Requesting Agency GAP/GAC number left off or same as DHS



Form Submission

Hiring Agency

- Visit <https://idhs.dhs.ga.gov/>
- Click on the *Records Check Application* tab
- Complete and submit the Fingerprint Records Check Verification Form via IDHS after the applicant is registered in GAPS.

Identity History System (IDHS)

Home FAQ Contact Us **Records Check Application**

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

Disclaimer:
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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



Application Details

- **Applicant Information** - current information matching the GAPS Registration and a government-issued photo ID.
- **Name of Employer** - provider's business/agency name
- **Reason Fingerprinted** - reasons for the background check are linked to Service Codes with Idemia. Below are the Reasons for Fingerprints (RFPs) for DHS Contractors or RCCL Agencies.
 - DFCS – CPA Adoptions
 - DFCS/DHS – Foster Care Home Placement
 - DFCS/DHS – Foster Care Home Placement (5-year renewal)
 - DHS – Licensing Child Care Center (Director)
 - DHS – Licensing Child Care Center (Employee)
 - DHS – Licensing Child Care Center (Volunteer)
 - DHS – Licensing Child Welfare Agency (Owner)
 - DHS – Health Agencies/Contractors Providing Direct Child Care
 - DHS – Health Agencies/Contractors Providing Direct Elder Care
 - DHS – Volunteers Providing Direct Elder Care
 - DHS – Volunteers Providing Direct Child Care

■ = Residential Childcare Licensure (RCCL) RFPs

■ = Contractor RFPs



DHS Idemia Service Codes

DHS Contractors Service Codes

- **2TGH61** DHS – Health Agencies/Contractors Providing Direct Child Care
- **2TGH7G** DHS- Health Care Agencies Contractors Providing Direct Elder Care
- **2TGHZ7** DHS- Volunteer Direct Elder Care
- **2TGHYT** DHS- Volunteer Direct Child Care

Residential Child Care Licensing Facilities

- **2TGHSZ** DHS- Licensing Child Care Center (Volunteer)
- **2TGH9B** Licensing Child Care Center (Director)
- **2TGHJQ** DFCS/DHS – Foster Care Home Placement
- **2TGHK4** DFCS/DHS – Foster Care Home Placement (5-year renewal)
- **2TGHBV** DHS – Licensing Child Care Center (Employee)
- **2TGH8Y** Licensing Child Welfare Agency (Owner)



DHS Idemia Service Codes

- DFCS – CPA Adoptions: **2TGJ4G**





Identity History System (IDHS)

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Brian P. Kemp
Governor



Candice L. Broce
Commissioner

All fields marked with a red asterisk are required

Georgia Department of Human Services
Aging Services | Child Support Services | Family & Children Services
Department of Human Services
Fingerprint Records Check Verification Form

Applicant Information

UE ID number is now a required field & only obtained after the applicant is registered in GAPS for fingerprints.



Registration ID *

Contract #/RCCL License #

Last Name *

Middle Name

Address Line 1 *

City *

Zip *

Sex *

Date of Birth *

Reason for Fingerprinting *

Job Title/Applicant Role *

First Name *
Enter Correct Full Name

Maiden Name

Address Line 2

State *

Phone Number *

Race *

Place of Birth *

All fields marked with a red asterisk are required



Reason for Fingerprinting

Select

*



All fields marked with a red asterisk are required

* I understand and have been informed that an FBI/NCIC and GBI/GCIC background check will be conducted.

* I have been provided written notice of the Applicants Privacy Rights and the Privacy Act Statement. Title 28 CFR 16.30 through 16.34. [Click here](#)

Signature of Applicant

*

Date

mm/dd/yyyy



*

Hiring Agency

I, as the hiring official, have verified that the above-named applicant is a prospective employee of this organization. I understand that before the applicant's fingerprints are submitted to the Georgia Bureau of Investigation (GBI) and Federal Bureau of Investigation (FBI), the Department of Human Services (DHS) must verify that the applicant is seeking to provide services and/or gain employment with this agency. This is an FBI requirement.

Note: This verification form should be submitted after the applicant has been registered for fingerprinting within the Georgia Applicant Processing Service (GAPS). Applicants will not be released to a fingerprinting site until this form has been received and the registration has been cleared by DHS. The information contained within this form will be compared to the information provided in the GAPS registration for accuracy. If any discrepancies are found, DHS will communicate with the hiring agency for resolution. *Applicant cannot proceed to a print site until they receive a confirmation email from GAPS.*

Employer Name

Agency Name

*

Name of Hiring Official

*

Signature of Hiring Official

*

Telephone

*

Employer's Email Address

*

All fields marked with a red asterisk are required



Enter Captcha

Submit

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Retrieval of Determination Letter

- Once the applicant is approved by DHS and fingerprints are completed, providers will retrieve their applicant's determination letters via the IDHS website using the Transaction Control Number (TCN).
- Letters are accessible 24/7.
- The TCN Number will be provided via email to applicants after fingerprints are processed by Idemia. Applicants can provide the TCN to Providers to access letters in IDHS.
- Agencies can also access the TCN via the Agency Management Portal under the "Coupon Code" tab, changed to "Processed".
- Applicants can contact Idemia customer service at 1-833-542-9283 for TCN retrieval assistance.




Accessing IDHS

The Home screen will appear once the provider accesses the link

<https://idhs.dhs.ga.gov/>


- **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)

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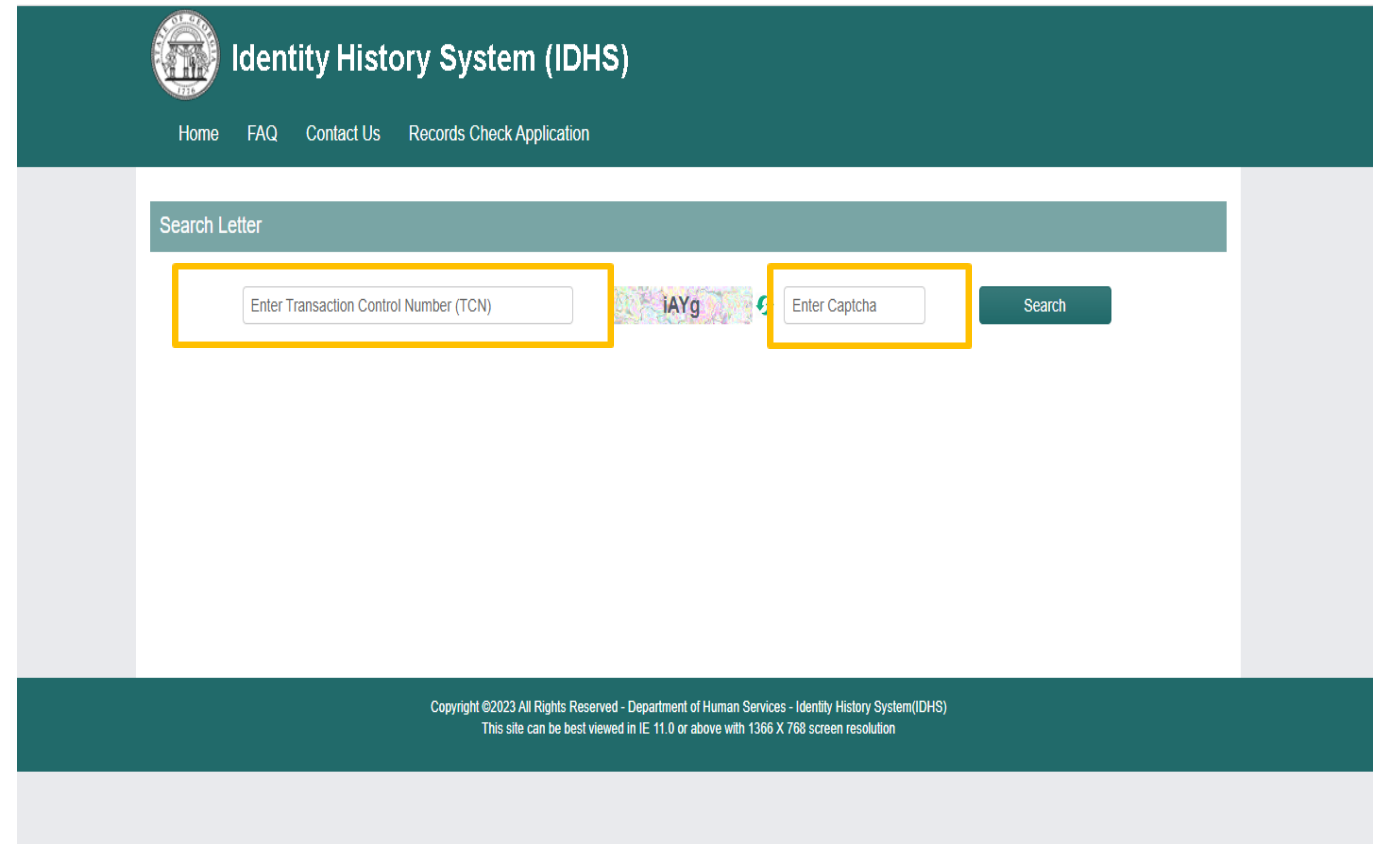
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Retrieval of Determination Letter

- 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: 9xxxxxxxxx (ALL NUMBERS; 10 digits long)
 - The TCN Number will be provided via email to applicants after fingerprints are processed by Idemia. Applicants can provide the TCN to Providers to access letters in IDHS.
 - Agencies can also access the TCN via the Agency Management Portal, under the **“Coupon Code”** tab, when changed to **“Processed”**.
 - Applicants can contact Idemia customer service at 1-833-542-9283 for TCN retrieval assistance.
- Don't forget to enter the Captcha.



Identity History System (IDHS)

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Search Letter

Enter Transaction Control Number (TCN) iAYg Enter Capcha Search

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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)

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Search Letter

777755555 oiJJ QiRr Search

Document	Registration ID	First Name	Last Name
	777755555	Test	Test



Record Processing (Contractors)

- Applicant's background checks will be processed in IDHS within 3-5 business days from when the Department of Human Services (DHS) receives the results from the state approved vendor.
- A clearance determination letter for DHS Contractors will be accessible by the provider immediately upon being entered into IDHS. Email askoigbiu@dhs.ga.gov for instructions to access letters.
- DHS Contractor Applicants' needing further evaluation will have a final determination uploaded in IDHS no later than 15 business days from initial record review.



Record Processing (RCCL)

- Applicant's background checks will be processed in IDHS within 3-5 business days from when the Department of Human Services (DHS) receives the results from the state-approved vendor.
- A clearance determination letter for RCCL Providers will be accessible by the provider immediately upon being entered into IDHS. Email beu.rccl@dhs.ga.gov for instructions to access letters.
- RCCL Applicants needing further evaluation will have a final determination sent via email no later than 30 calendar days from initial record review.



Questions

Please forward all questions to
ASKOIGBIU@dhs.ga.gov

