Tip Sheet for Providers for the
National Background Check Program (NBCP)

When you open your Kentucky Online Gateway (KOG) account, KARES should appear on your dashboard. This is the system being utilized for the National Background Check Program (NBCP).

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ADDING AND REMOVING AN EMPLOYEE FROM KARES

*If KARES does not appear on your dashboard, please contact the KARES Help Desk by emailing kares.helpdesk@ky.gov. In the body of the email, please provide the name of the facility/provider, the first and last name of the person requesting access, and the email address associated with the KOG account. The help desk can then send you an invitation to KARES. You will need to open the email and follow the prompts.

(*To disable access for an employee who is no longer with the agency and/or who no longer needs access, email the KARES Help Desk at kares.helpdesk@ky.gov with the name of the facility/provider, the first and last name of the employee who needs to be removed from KARES and the email associated with the account.)

ACCESSING THE APPLICATION AND WAIVER FORMS

From your KOG dashboard, click on the KARES launch.
*If you have not already provided the Application and waiver forms to the Applicant, you will find these under the **Applications tab** (2nd tab from left) under "Application Forms". *Please print or download these forms.* Each applicant must complete the Waiver Agreement Statement (DPP 162); and the Disclosure Form (DPP 163).

The signed DPP 162 and DPP 163 are to be uploaded in TWIST and uploaded in the KARES web portal. Maintain the original signed copy in the case file.

You will also find an Applicant Pre-Screening form which is helpful when completing the screens but not mandatory.

ENTERING AN APPLICATION INTO THE KARES SYSTEM

- From your KOG dashboard, click on the KARES launch.
- Click on the "Applications" tab (2nd tab from the left).
- To add a new applicant, select "Add New" (1st selection in the drop-down box).

You will be directed to search for an existing profile to ensure the person does not already exist in the system. You will search for the person using the Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) and Last Name or Date of Birth. *The SSN or ITIN and at least one of the identifiers is required.*

If a match is found (ie. Currently approved through another agency or employment)
- Confirm all of the **profile information** (update addresses if needed) and complete the applicant workflow.
*If previous determination is still valid it will connect and show the previous determination- You still must enter a new application.

If a match is not found:
The system will display a not found message under results. Click the green "**Add New Applicant**" button in the lower right corner to create an Applicant Profile.

Adding New Applicant
- Using the information contained on the Applicant Pre-Screening form, create a profile. All required fields are denoted with a red asterisk (*).
- You may enter the applicant's email or worker's email. An email will be sent to the address provided with a hyperlink to schedule fingerprint appointment. *It may be helpful to enter the worker's email address and forward to the applicant due to emails often going to spam and being able to track timeframes.*
- Please make sure to enter all aliases and the most recent 5 years of addresses for the applicant. The KARES system will make sure you have 5 years of addresses, and you will need to provide the month and year of each address up to 5 years.
**Currently the add prior address box states enter "out of state" addresses within the past five years; however, you will enter ALL past addresses within the past 5 years regardless of state. This will be corrected in a future update. *You will not be able to move on without at least 5 years of addresses.*

***In the Race field, there are only 4 options listed (Asian; Black; Native American; White). These are the races that are acknowledged by the FBI. Please allow the applicant to choose which category they best fit.

***If the address listed on the ID differs from the address listed on the application, please enter the physical address as the permanent address. You should enter the address on the ID as their alternate or mailing address. Examples would be college students who maintain their home state/county driver's license but live on campus or military families who are stationed in KY but maintain their home state driver's license.

***If a data entry error is made (e.g. misspelled name, wrong date of birth, wrong Social Security number), please contact the KARES Helpdesk kares.helpdesk@ky.gov or by calling (502)564-2159. A member of staff can edit the information.

- After data entry is complete, you will click the green "Next" button in bottom right corner.

Affiliation Information
- You will then be directed to Affiliation Information screen. You must enter the information in the drop-down boxes in the order in which they are listed:

Provider: select DCBS Foster/Adopt Provider or DCBS Relative/Fictive Provider (PCP agencies will be listed here as well) *If a relative or fictive is becoming a foster/adoptive parent, you will need to select DCBS Foster/Adopt Provider*
Request Type: select general (*automatically populated)
Position Category: select *automatically populated; and
Position: select the appropriate position category

- Select all the appropriate drop-down boxes, then click the green "Next" button in bottom right corner.

Verify Applicant's Identity
- You will need to check verify the applicant's identity. A current picture ID is required. Preferred verification is a current driver's license or identification card. There is a drop-down box allowing you to specify what type of identification you are accepting.
- In the Description section, you will need to enter the Issuing State/Authority, the Document Number (Driver's License Number) and Expiration Date. A scanned copy of the form of identification must be uploaded to the KARES Web Portal.
  ***If you do not have a scanner, you could take a picture of the driver's license or identification card with a smart phone, then text/email it to yourself. You could then save the picture to your desktop and then upload it by selecting "Upload Document".

- After the Affiliation Information and verify identity is complete, click the green next button in the bottom right corner.

Confirm Applicant Consent
- You will need to confirm the applicant has given consent to have a background check completed and has been made aware of the process and terms. The DPP 162 (Waiver and Agreement form) and DPP 163 (Disclosure form) as mentioned above fulfill this requirement.

- Placing a checkmark in both boxes is required along with uploading the documents (DPP 162 & DPP 163) before moving on with the application process. YOU MUST UPLOAD BOTH FORMS (can be scanned together).

- *If you have out of state Adam Walsh checks that need to be completed, upload those forms in this screen. If the forms need to mailed, upload those forms here and mail to 275 E Main Street 3E-G Frankfort, KY 40621. *

- **If you have a provisional approval with Adam Walsh checks already completed, upload ALL document in this screen so they do not have to be completed again. **

- Click the green next button on the bottom right of the screen.

Research Registries
- The individual completing the application **does not** research registries. You do not do anything on this screen, click the green next button.

Payment
- **Payment for DCBS**- chose payment bypass. This will take you to another screen. Click confirm. This takes you to another screen, click submit.

Application submitted confirmation
- Once R&C has completed the application, Records Management will complete the AOC, TWIST, and Sex Offender Registries (and any out of state checks).
- **If cleared**, Records Management will then submit, and an email will be sent to the email provided to schedule fingerprints. After the family receives the email to schedule, they will schedule and complete their fingerprints.

RECORDS MANAGEMENT WILL COMPLETE THE DETERMINATION

CHECKING THE STATUS OF AN APPLICATION

- From the KARES home page go to the **Search** tab. Chose person search and search the person's name
- At the top it will show current fitness determination (ie. In Process)
- **History** tab- you can see what has been done. If the application has been submitted by the worker it will show the date it was submitted.

ACCESSING DETERMINATIONS AVAILABLE and AOC

*At this time, you will not be notified once a determination is made (eligible OR ineligible)
- From the KARES home page go to the tab **Applications** -> **Determination Available**
- Find or search the individual's last name and click the individual's name
                                    OR
- From the KARES home page go to the tab **Search** -> **Person Search** -> enter first and last name or social security number -> click person's name

Person Summary Screens

- Click **Applications** tab in the middle of the page.
    Determination status will show <u>eligible</u> or ineligible
- Click **eligible/not eligible**

From the person summary screen click on **Applications.**
Under Determination Status, click **Eligible**

- **View Rap Sheet** is available in this section (blue box above tabs) Do Not download, print or move the Rap Sheet out of KARES. The Rap Sheet should never be in TWIST or in a case file.

- **registry results** tab in the middle of the page**:** AOC will be available.
- In the far-right column (**files)** the AOC check should be uploaded and available to click on.

- If an applicant has concerning charges that do not automatically disqualify but lead to the denial of applicant, the R&C worker can document these charges in the **Offenses** tab for documentation.
    - Click the **Offenses** tab in the middle of the page. Click add offense. Complete the information in the pop-up box and save.

- **Documents** tab in the middle of the page: there will be a final document (KYFAP Final Results.pdf)-> click the final document and your form will be pulled up. Print/Save the Final Results Document

- **The Final Results KARES form and the AOC should be uploaded to TWIST**

CLOSING AN APPLICATION

Once you have viewed/saved the Final Results document you will close the application.

- From the KARES home page go to the **Applications** tab -> **Determination available** -> find/search individual -> in the last column (**Actions**) click "close"

*Once the application is closed, you can still access the documents by searching the individual, clicking on their name and viewing the documents tab.

UPDATING AN EXISTING KARES APPLICANT

If an individual in the KARES system has a change in name, address, etc. the application should be updated to reflect the change(s). To update the existing application:

- From the home screen select a person search and select the individual
- Click the edit button on the bottom right of the screen
- Make the necessary changes and save.

EXITING AN INDIVIDUAL FROM KARES

- **Top tab: Affiliates** -> **Roster** -> enter person's name and DOB -> click **search** -> find applicant's name -> edit -> affiliation status -> separated
- Enter the separation date -> save

WRAP BACK

Home Screen
Under determinations- Open Criminal History Rap Backs
Background check #- do a background check # search

Email not received from Identigo
- If an email is not received or it's deleted by the applicant or agency the following steps need to take place.
  - Search the person
  - Click on their name and under application you will find the UEID
  - Once the UEID number has been identified the provider/applicant can access the IdentoGo site by entering https://uenroll.identogo.com/status-check
  - Select the UEID / Date of Birth option and enter the information required
  - Select Next and the site will confirm that the applicant is either pre-enrolled or being processed
  - If the applicant is pre-enrolled scroll to the bottom of the page and select "schedule appointment". *Note: If you are scheduling an appointment for the applicant you will need to know what city they were born in.*