

**California Automated Response and Engagement System (CWS-CARES)
Resource Family Application (RFA) Project**



Applicant Background Checks

To be used with **Module 5: Background Checks, Orientation & Exemptions** Participant Guide

May 2022
Quick Guide 5a
Version 6.0



Revision History

Revision / Version #	Date of Release	Author	Summary of Changes
1.0		Lauren Gray	Initial draft
2.0		Lauren Gray	Updated with comments from L.S.
3.0	01/20/2022	Lori Savageau	ADA Compliance Check
4.0	02/18/2022	Melissa Smith	Revised ADA Compliance Check. Updated steps 1-5 and screenshot to show access from the Background check tab rather than from the Person tab – Quick Links section.
5.0	3/1/2022	Lori Savageau	Final ADA Revision and Review
6.0	5/16/2022	Barney Smith	Confirmed/Added Ti.04, .05, .06

Applicant Background Checks

NOTE: If there are participants in the home, who are not applicants, please complete the steps in the **To manually create the background check folder for participants in the home, who are not applicants** section first, before the **To trigger creation of the eight background check records** section.

To trigger creation of the eight background check records:

For each applicant on an application, a background check folder is created for each applicant when the application status is set to Received. Eight background check records are automatically created by the system once the application's status is updated to Pending or Probationary.

If there is an Other Adult on the application, the user will have to create a person record for that adult, then manually create the background check folder. This must be done before the application Status is updated to Pending.

The eight background check records the system will create are:

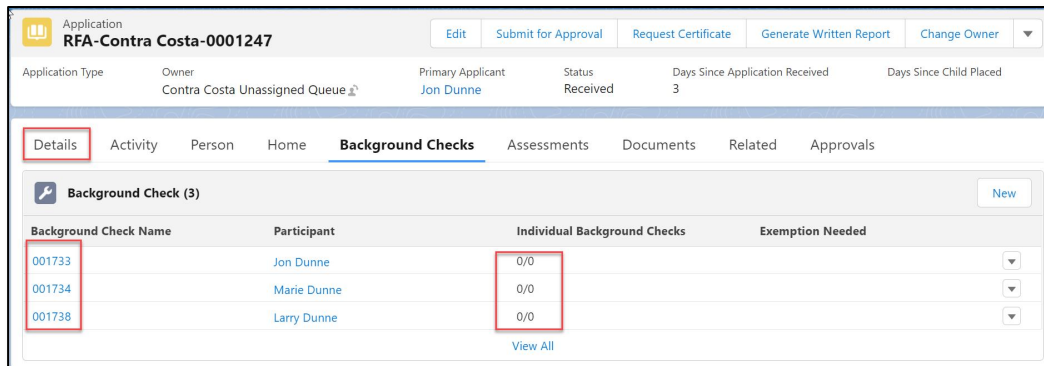
- AARS
- Adam Walsh
- CACI
- DMV
- DOJ
- FBI
- LIS
- Megans Law

As the results the background checks are received, you need to go into each of those background check records to enter the outcome.

1. From the **Application** page, click the **Background Checks** tab. – The **Background Checks** tab displays.

NOTE: Under the **Background Checks Name** column is a row for each applicant – these are referred to as “shells”; a container created for each participant to hold their background check records. Each shell has a **Participant Background Checks** column showing **0/0**. This means there are zero results for zero records.

2. To trigger the eight background checks records to be created by the system, click the **Details** tab. – The **Details** tab displays.



Application: RFA-Contra Costa-0001247

Application Type: Contra Costa Unassigned Queue
Owner: Jon Dunne
Primary Applicant: Jon Dunne
Status: Received
Days Since Application Received: 3
Days Since Child Placed: 3

Background Check (3)

Background Check Name	Participant	Individual Background Checks	Exemption Needed
001733	Jon Dunne	0/0	
001734	Marie Dunne	0/0	
001738	Larry Dunne	0/0	

[View All](#)

3. On the **Details** tab, in the **Information** section, click the **edit** icon next to the **Status** field. – All fields become enabled on the tab.

4. On the **Status** dropdown list, select either **Pending** or **Probationary**.

NOTE: This is what triggers the creation of the eight background check records.

5. At the bottom of the tab, click the **Save** button.

NOTE: If your county does not use all eight of the background check records created by the system, you will need to delete the ones not used before application can be submitted for approval.

To enter a background check record results:

1. Click the **Background Check** tab. – The **Background Check** tab displays.

NOTE: Under the **Background Checks Name** column, under the **Participant Background Checks** column, each applicant should now show **0/8**; meaning there are now eight records, with zero results entered.

2. Under the **Background Check Name** column, click the *number link* for a participant. – The **Background Checks** page for the participant displays, defaulting to the **Details** tab.

3. Click the **Background Checks** tab. – The **Background Checks** tab displays, listing eight background check records.

Background Check
001740

RFA Application Participant
RFA-Contra Costa-0001250 Jon Mark

Details Background Checks

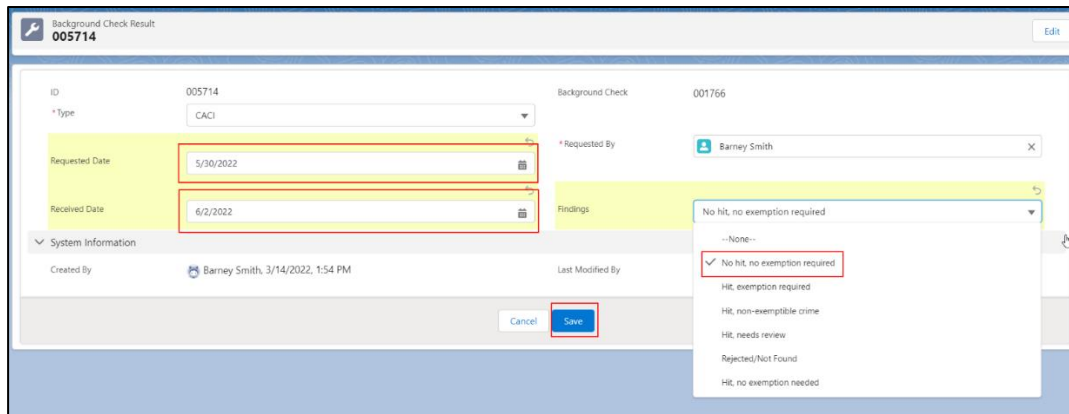
Background Check Result (8)
8 items • Updated a minute ago

	<input type="checkbox"/> ID	Type	Requested By
1	005552	DMV	RFA Worker1 Contra Costa
2	005553	DOJ	RFA Worker1 Contra Costa
3	005554	LIS	RFA Worker1 Contra Costa
4	005555	Adam Walsh	RFA Worker1 Contra Costa
5	005556	CACI	RFA Worker1 Contra Costa
6	005557	Megans Law	RFA Worker1 Contra Costa
7	005558	FBI	RFA Worker1 Contra Costa
8	005559	AARS	RFA Worker1 Contra Costa

[View All](#)

Exemption and Investigations (0)

4. Under the **ID** column, click the *number link* for the record you want to enter. – The **Background Check Results** page for that record displays.
5. Click the **edit** icon for any field. – All fields become enabled on the tab.
6. Enter the following fields with the appropriate information:
 - a. **Requested Date**
 - b. **Requested By**
 - c. **Received Date**
7. Click the **Findings** field and from the dropdown list, select the appropriate value:
 - a. **Hit, no exemption required**
 - b. **Hit, exemption required**
 - c. **Hit, non-exemptible crime**
 - d. **Hit, needs review**
 - e. **Rejected, not found**
 - f. **Hit, no exemption needed**
8. At the bottom of the page, click the **Save** button. – All fields on the tab close.



9. In the upper right-hand corner of the page, above the **Requested By** field, click the **Background Check** link. The **Details** tab displays.

10. Click the **Background Check** tab. – The **Background Check** tab displays again. The record you just entered now displays information in the **Requested Date**, **Received Date**, and **Findings** columns.

NOTE: Repeat the process for the remaining records as results are received, as well as for the additional applicants, as needed.

To manually create the shell for participants in the home, who are not applicants:

Participants who live in the home, but are not applicants, will also need to have background checks completed. However, they must first have their “shell” manually created. Do this **BEFORE** updating the application’s status to **Pending** or **Probationary**, so that their eight records will also be automatically created by the system.

Even before creating their shell, they must first be added as a contact.

Adding the other adult as a contact:

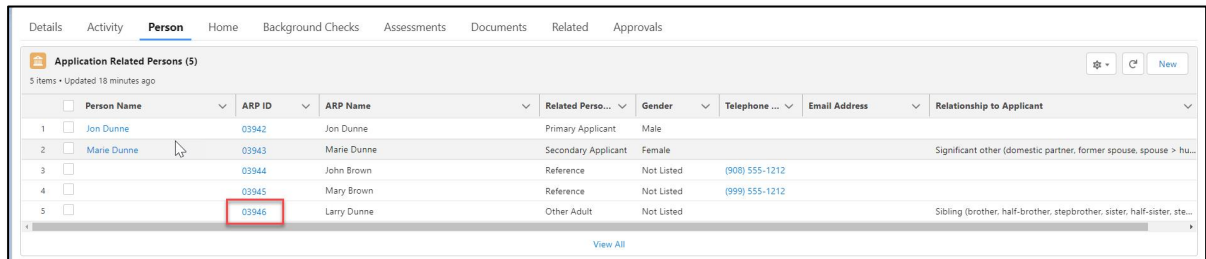
1. From the **Application** page, click the **Background Checks** tab. – The **Background Checks** tab displays.

NOTE: Remember, applicants will already have a shell listed, as it was automatically created by the system.

2. Click the **Person** tab. – The **Persons** tab displays.

NOTE: On the **Application Related Persons** page, only applicants will have a name listed under the **Person Name** column. All participants, including references, that were added at the time of application, will have an **ARP ID** number, but no name under the **Person Name** column. If there is

no name in the **Person Name** column, you will not be able to search their name on the **Background Check** tab to manually create their shell. To be able to do they must first be added as a new person.



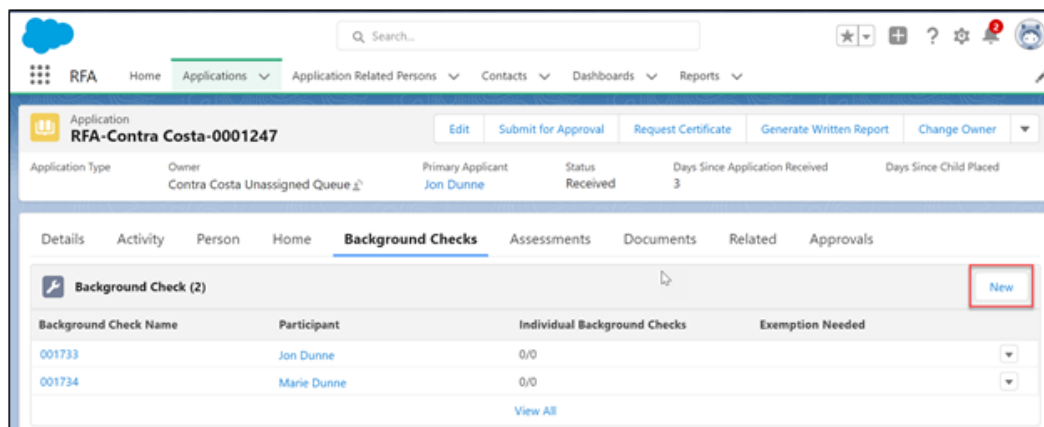
	Person Name	ARP ID	ARP Name	Related Perso...	Gender	Telephone ...	Email Address	Relationship to Applicant
1	Jon Dunne	03942	Jon Dunne	Primary Applicant	Male			
2	Marie Dunne	03943	Marie Dunne	Secondary Applicant	Female			Significant other (domestic partner, former spouse, spouse > hu...
3		03944	John Brown	Reference	Not Listed	(908) 555-1212		
4		03945	Mary Brown	Reference	Not Listed	(999) 555-1212		
5		03946	Larry Dunne	Other Adult	Not Listed			Sibling (brother, half-brother, stepbrother, sister, half-sister, ste...

NOTE: If the participant was not added at the time of application, they will not appear on the **Application Related Persons** page and will first need to be added as a person. For steps on how to do this, please refer to **Quick Guide 4b – Adding Persons**. Once added, they will appear on this page, and you can continue with step 3.

- Under the **ARP ID** column, click the *number link* for the participant. – The **ARP** page displays.
- Click the **Create Person** button in the upper right hand corner.
- The **Duplicate** page displays. If the person exists in the system, select the **radio button next to their name and click Proceed**. If no person is displayed, just click **Proceed**.
- Click the **Application** link.
- Click the **Person** tab and confirm person's name now displays in the **Person Name** field.

Manually creating a background check shell

- Click the **Background Check** tab. – The **Background Checks** tab displays.
- On the right-hand side of the tab, click the **New** button. – The **New Background Check** pop-up window displays.



Background Check Name	Participant	Individual Background Checks	Exemption Needed
001733	Jon Dunne	0/0	
001734	Marie Dunne	0/0	

- Click the **Outcome** field and from the dropdown list, select **In Progress**.
- Click the **Participant** field and from the dropdown list, select the participant's name.

NOTE: If the participant does not appear on the dropdown list, begin typing their name and the system will search for possible matches. Once the named is found, select it.

5. At the bottom of the **New Background Check** pop-up window, click the **Save** button. – The **New Background Check** pop-up window closes and you are returned to the **Application** page, **Details** tab.
6. Click the **Background Checks** tab. – The **Background Checks** tab displays.

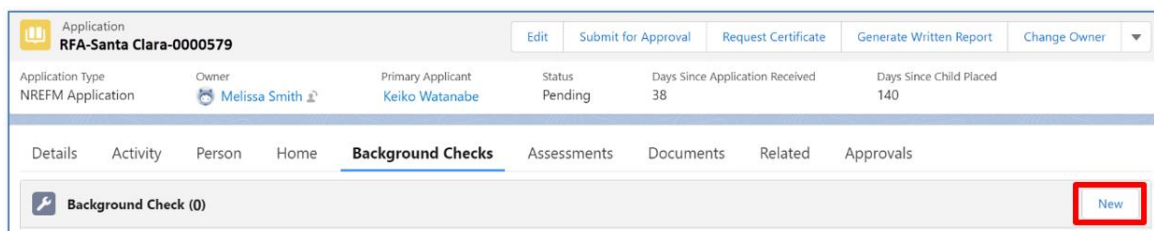
NOTE: The participant you added as a contact will now be listed. This is the participant’s shell. If you now update the application status to **Pending** or **Probationary**, the eight background check records will automatically be created in the participant’s shell, just like the shells for the applicants. To update the status, please refer to the **To trigger creation of the eight background check records** section above.

To manually create the eight background check records:

If you update an application’s status to **Pending** or **Probationary**, before creating the shell for individuals in the home, but are not applicants, the eight background checks for that individual will not be automatically created. At this point, you would have to manually created the eight background checks. These are the steps on how to do that.

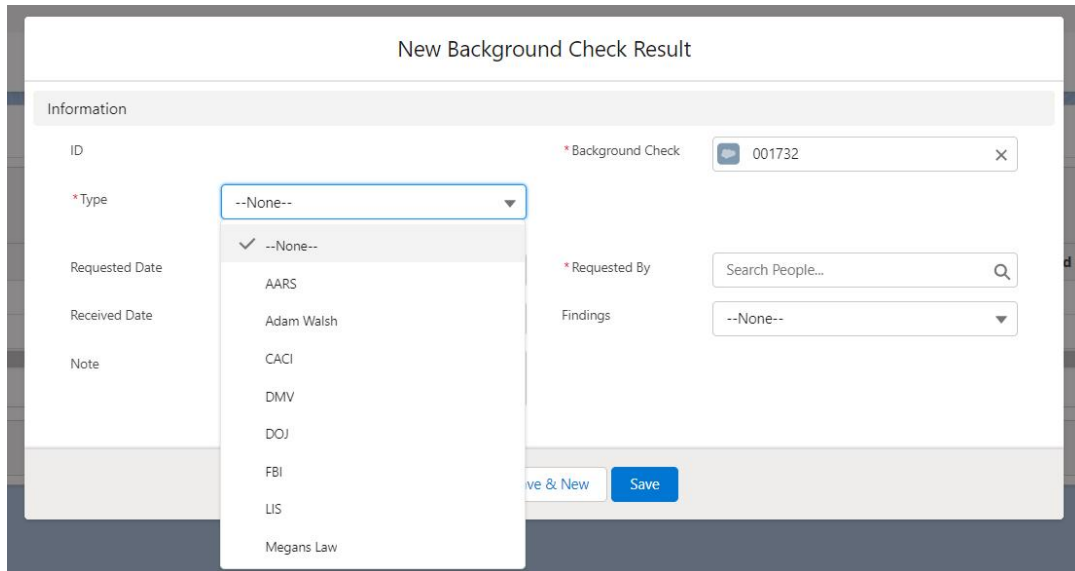
1. Click the **Background Check** tab. – The **Background Checks** tab displays.

Note: For the shell you created, the **Individual Background Checks** column shows **0/0**. This indicates that the eight background checks have not been created yet.
2. Under the **Background Check Name** column, click the *number link* for the participant. – The **Background Checks** page for the participant displays, defaulting to the **Details** tab.
3. Click the **Background Checks** tab. – The **Background Checks** tab displays. The **Background Check Results** section shows **(0)**.
4. In the **Background Check Results** section, click the **New** button. – The **New Background Check Results** pop-up window displays.



5. Click the **Type** field and from the dropdown list, select one of the following eight background checks:
 - a. **AARS**
 - b. **Adam Walsh**
 - c. **CACI**

- d. **DMV**
- e. **DOJ**
- f. **FBI**
- g. **LIS**
- h. **Megans Law**



6. Click the **Requested By** field and from the dropdown list, select your name. If it was not requested by you, search for the requester, and select their name.

NOTE: You will only need to complete the mandatory fields of the pop-up window.

7. At the bottom of the **New Background Check Results** pop-up window, click the **Save** button. – The **New Background Check Results** pop-up window closes and you are returned to the **Background Check** page.

NOTE: On the bottom of the **New Background Check Results** pop-up window, if you click the **Save & New** button, the pop-up window saves and refreshes to add another record type.

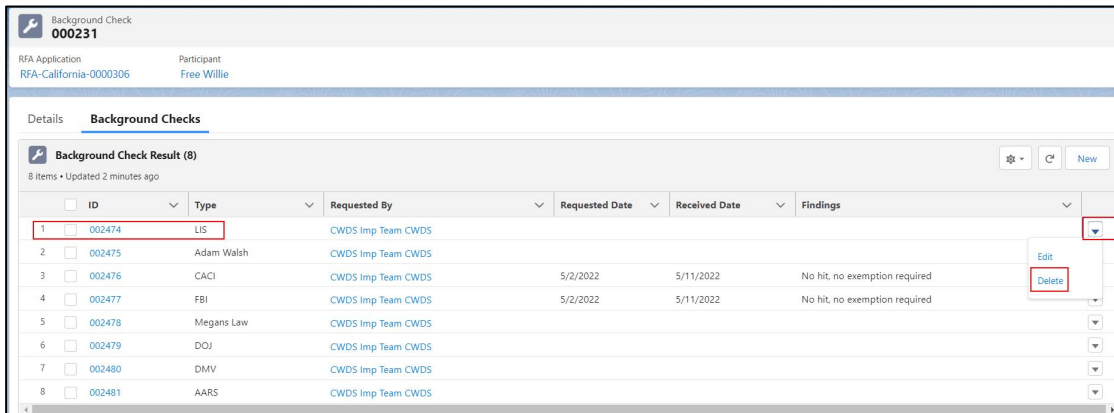
8. A green message box displays at the top of the page indicating the **Background Check** record was created.

NOTE: The **Background Check** you created is now listed in the **Background Check Result** section. Repeat the steps above for all eight background check record types. To enter their results, refer to the **To enter a background check record results** section of this Quick Guide.

To delete any of the eight background check records:

1. Click the **Background Checks** tab.

2. Click the **Background Check Name** link for the participant you want.
3. Click the **drop-down arrow to the right of the background check** you want to remove and select **Delete**.



Background Check
000231

RFA Application: RFA-California-0000306 Participant: Free Willie

Details **Background Checks**

Background Check Result (8) 8 Items • Updated 2 minutes ago

ID	Type	Requested By	Requested Date	Received Date	Findings
1 002474	LIS	CWDS Imp Team CWDS			
2 002475	Adam Walsh	CWDS Imp Team CWDS			
3 002476	CACI	CWDS Imp Team CWDS	5/2/2022	5/11/2022	No hit, no exemption required
4 002477	FBI	CWDS Imp Team CWDS	5/2/2022	5/11/2022	No hit, no exemption required
5 002478	Megans Law	CWDS Imp Team CWDS			
6 002479	DOJ	CWDS Imp Team CWDS			
7 002480	DMV	CWDS Imp Team CWDS			
8 002481	AARS	CWDS Imp Team CWDS			

4. The **Delete Background Check** pop-up displays.
5. Click **Delete**.