



Georgia Dept of Early Care and Learning

BRIGHT FROM THE START

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Brian P. Kemp
Governor

Amy M. Jacobs
Commissioner

December 6, 2019

Dear Support Center Directors:

State and federal laws require entities like yours that furnish permanent employees, temporary staff, student trainees, and volunteer personnel to licensed child care programs—but that aren't providers themselves—to conduct Comprehensive Background Checks on individuals who visit facilities. To comply with the requirement, please follow these rules and procedures:

- 1. Complete a Support Center Application and Set Up an Account**
 - a. This process is free and the application is available at: <http://dec.al.ga.gov/documents/attachments/SupportCenterApplication.pdf>.
 - b. The application consists of seven pages, but only two must be filled out.
 - c. If your Center is a non-government entity, the application **must** be notarized.
 - d. Submit the completed form to: SupportCenter@dec.al.ga.gov.
 - e. You will receive a Support Center Provider Number (SUPP-#####).
- 2. Employees, Staff, Students, and Volunteers Complete the RAP Process to Generate a Determination Letter**
 - a. RAP Process (**R**egister in Gemalto/Cogent – submit a **KOALA Application** – get Finger **P**rinted) details are posted at: <http://dec.al.ga.gov/documents/attachments/LivescanFingerprintInstructions.pdf>.
 - b. Tell applicants to use your Support Center's Provider Number (SUPP-#####) for Step **2.b.** in the **KOALA Application**.
 - c. After the KOALA Application is submitted, you (director) will receive an e-mail request to approve the application.
- 3. Support Center Approves Each Application**
 - a. Log in to your Support Center's KOALA account at: <https://dec.alkoala.com/>.
 - b. Your User Name is your SUPP-##### provider number.
 - c. Click the [Need Help With Login?](#) link to get a KOALA Account Password.
 - d. Enter the SUPP-##### number again as your User Name on the page that appears and submit it.
 - e. You will receive an email from DECAL to set up the KOALA Account Password.
 - f. Log in with the User Name and Password and click on [Background Check](#) in the banner at the top of the page.
 - g. All applications needing approval will have an icon beside the applicant's name.
 - h. Click the icon, scroll to the bottom of the page, check the box for approval, and sign the application.
 - i. For more help, go to: <http://dec.al.ga.gov/CCS/CriminalRecordsCheck.aspx>, scroll down the page to the [Additional Information](#) banner at the bottom, click the Videos tab, and watch units 9, 3, and 4, in that order.
- 4. Employee, Staff, Student, and Volunteer Applicants Get Fingerprinted at a Gemalto/Cogent Location**
- 5. DECAL Sends Determination Letters on Applicants to Support Center**

We hope this information helps you and your staff complete the Comprehensive Background Check process quickly and easily. As always, contact us at: CRCHelpdesk@dec.al.ga.gov or 855-884-7444 if you have questions or need assistance.

Sincerely,

Glen Clardy