KARES Web Portal User Guide and Training Manual

Kentucky Applicant Registry and Employment Screening (KARES) Web Portal has been developed to assist long-term care (LTC) providers perform registry checks and process fingerprint-based background checks in an efficient and effective manner, as required by regulation 906 KAR 1:190.

Accessing the KARES Web Portal

Completing the Application

Searching

Applicant and Employee Maintenance

Kentucky Applicant Registry and Employment Screening (KARES) Web Portal

The Kentucky Office of Inspector General (OIG) has developed a web-based service that will increase the efficiency and effectiveness of performing licensing, registry and fingerprint-based background checks on applicants for employment at long-term (LTC) care settings. The KARES Web Portal can also help providers store applicant records and forms associated with these critical pre-employment checks.

The KARES web portal allows users to:

1. Enter new applicants into the system;

2. Perform registry checks more efficiently;

3. Request state and national criminal history background checks;

4. Manage and track provisional employment dates;

5. Review comments associated with criminal history background checks; and

6. Access criminal history fitness determinations associated with applicants for employment.

Creating a KARES User Account

1. Before using the KARES Web Portal, a Kentucky Online Gateway (KOG) user account will be needed. Some users may already have a KOG account, most will not. Any user who has a KY.gov email account will need to contact the KARES Helpdesk prior to creating the KOG account. For those who do not have an email address ending in KY.gov follow the steps below:

2. Go to https://kog.chfs.ky.gov/home/ and click on the 'Create Account' button.

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3. Complete the profile form and submit.

4. Email verification will be sent to the user. Click this link only if the user **did not** receive an email.

5. Go to the email account specified and click on the link provided in email to activate the user account.

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6. Activation will require the user to answer two security questions.

Validate New Account

To verify your identity, please answer the following security question(s).

Question   In what city were you born? (Enter full name of city only)
*Answer
Question   What was the name of your first pet?
*Answer

Verify Account

7. Activation completed.

Validate New Account

Success

Your account was successfully created. Please click HERE to access Kentucky Online Gateway and request additional access.

8. To access, return to https://kog.chfs.ky.gov/home and sign into Gateway account.

9. Once logged on, click on **Request Access to another application** link at the bottom. In most cases the Application Name field will be empty under the "Your Application" Menu.

test kares, Welcome to Kentucky Online Gateway

Your Applications

These are the applications you have been granted access to. Need to access a different application? [Request access here].

Application Name
SNAP Web Portal Supplemental Nutrition Assistance Program (Formerly Food Stamps)

> Request Access to another application.

10. Type KARES in the search filed and search for the KARES application, then click **Select** button.

  Note: these screenshots were taken from the preproduction system; the live version will not say KARES (TEST). Do not type KARES (TEST) in the search field.
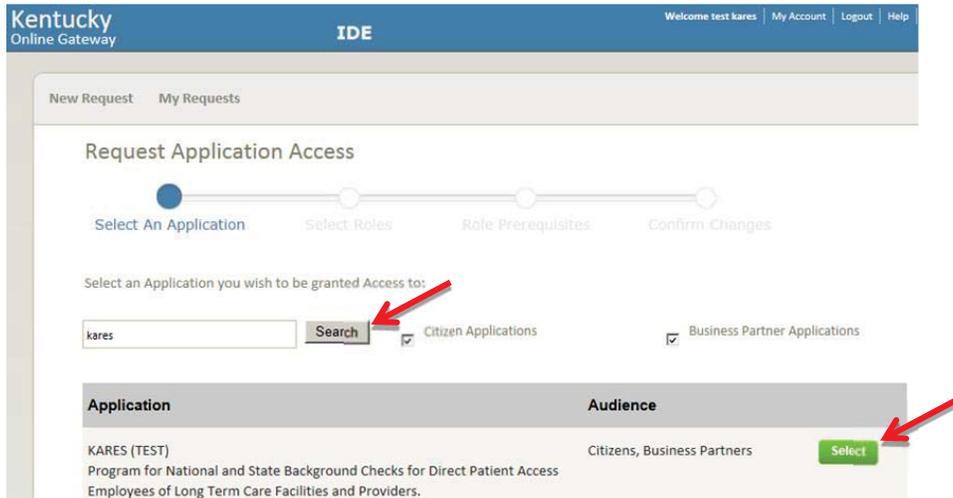
11. For best results, enter the first word of the Facility Name and select the facility type from the drop down list. Then, click search to find the correct facility.

  a. If unable to locate correct facility, remove the Facility Name information and search by County and Facility Type.

  b. If still unable to locate, contact the KARES Helpdesk for assistance.

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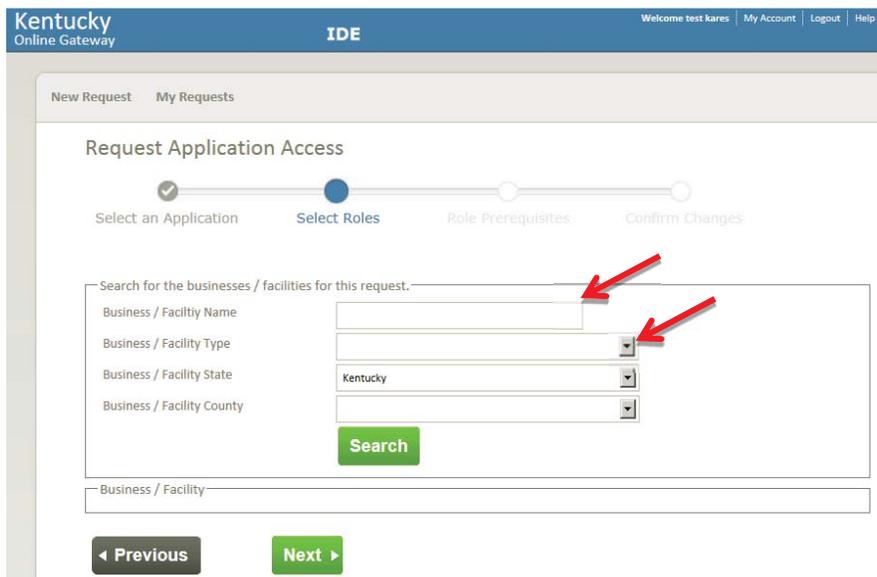
12. Click the "Add" button next to the correct Provider.

Request Application Access

Select an Application — Select Roles — Role Prerequisites — Confirm Changes

Search for the businesses / facilities for this request.

Business / Faciltiy Name	
Business / Facility Type	Family Care Homes
Business / Facility State	Kentucky
Business / Facility County	

Search

Business / Facility

Business / Facility	Role Name	
ADAMS FAMILY CARE HOME 252200 FCH	Provider	Add
ADAMS FAMILY CARE HOME 252632 FCH	Provider	Add
AKERS FAMILY CARE HOME FCH	Provider	Add
ATWOOD FAMILY CARE HOME FCH	Provider	Add
BAKER FAMILY CARE HOME 251442 FCH	Provider	Add
1 2 3 4 5 6 7 8 9 10 …		

◄ Previous   Next ►

13. Additional facilities can be added if needed, or if all required facilities have been requested, click the 'Next' button.

Business / Facility

Business / Facility	Role Name	
ADAMS FAMILY CARE HOME 252200 FCH	Provider	Add
ADAMS FAMILY CARE HOME 252632 FCH	Provider	Add
AKERS FAMILY CARE HOME FCH	Provider	Add
ATWOOD FAMILY CARE HOME FCH	Provider	Add
BAKER FAMILY CARE HOME 251442 FCH	Provider	Add
1 2 3 4 5 6 7 8 9 10 …		

Requested access

Business / Facility	Role Name	
ADAMS FAMILY CARE HOME 252200 FCH	Provider	Remove

◄ Previous   Next ►

14. Submit request.

    Note: These screenshots were taken from the preproduction system; the live version will not say KARES (DEV).
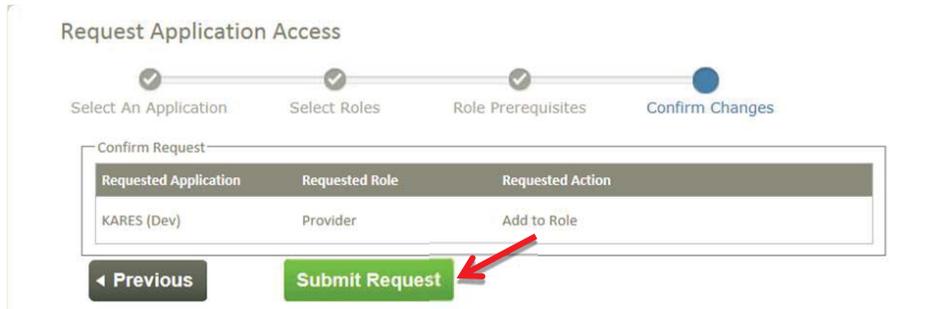
15. Request is submitted and will need to be approved by the KARES Helpdesk.

16. On approval, email notification is sent.

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17. Click on **My Account** to view when the password will expire.
    a. Update account information in **My Info.**
    b. Change the password by clicking **Change Password.**
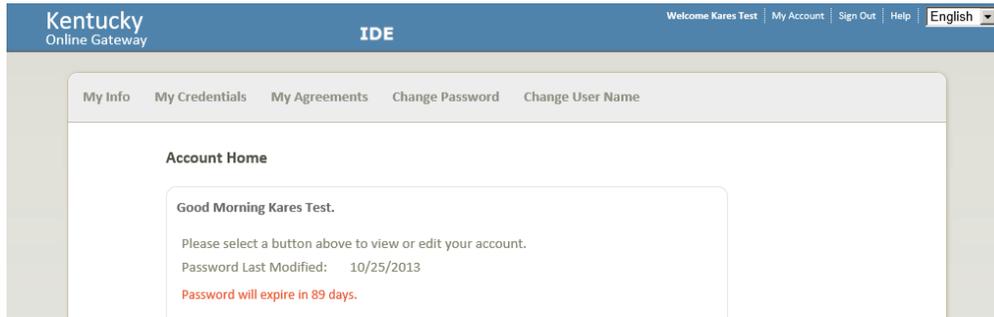
18. It is important to remember to bookmark the Kentucky Online Gateway using the following web address only: https://kog.chfs.ky.gov/home/
    a. If an error is received while attempting to log into the Kentucky Online Gateway or KARES Web Portal, check the web address bookmarked and replace with https://kog.chfs.ky.gov/home/

Logging into KARES

1. Access the system at the web address: https://kog.chfs.ky.gov/home/
   The user will be taken to the Kentucky Online Gateway to log on to the KARES Web Portal.

2. When creating the bookmark for the Kentucky Online Gateway, use this web address only. If an error message is received while attempting to log on, check the bookmarked web address and replace with https://kog.chfs.ky.gov/home/ if necessary.

3. Most users will select *I am a Kentucky Citizen or Business Partner* **Sign In**.

4. If the user is a Kentucky CHFS contractor, employee, agent or vendor and not automatically signed in; select **CHFS Sign** In.
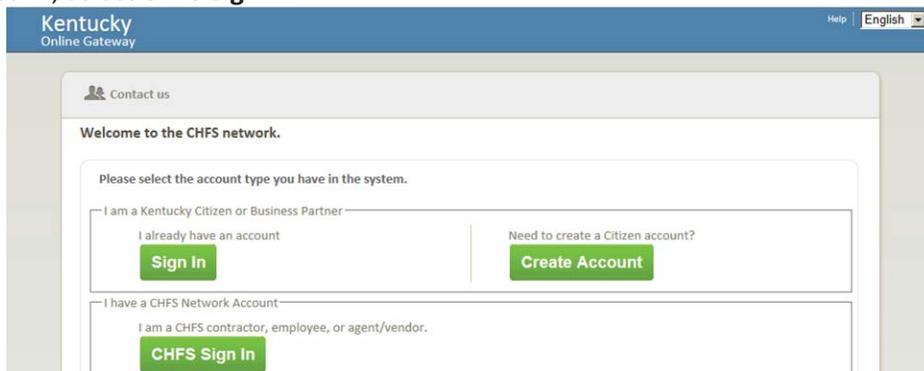
Note: Internet Explorer version 8.0 or higher is needed for the system to run properly.

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If the user has not already created a user account, the user will need to select Create Account and follow the instructions found in the Creating KARES User Account section of this guide.

5. Enter the username or email and password chosen when the user account was set up through the Kentucky Online Gateway (KOG), and then click **Log In**.

6. The user will be taken to the Application screen showing a list of all applications they have been given access to. Click the link to the application desired.
     Note: These screenshots were taken from the preproduction system; the live version will not say KARES (DEV).

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Requesting Additional Facility Access

Certain facilities may require access to multiple locations. When this is the case, the existing account can request access to add additional facilities to the current user account. The user may also request access to multiple facilities at initial account creation.

1. After signing into the Kentucky Online Gateway, click the link "Request Access to another application".

2. Follow the same procedure found in Creating a KARES User Account, Steps 10 – 16. This will take the user through the search and add process for the facility information.

3. After the request has been submitted, the KARES Helpdesk team will approve or deny the request.

4. Once facility add is approved, an approval email is sent to user.

Locked Out

If the password is entered incorrectly three times, the system will automatically lock the user account. The user will not be able to log into the system for a period of 30 minutes. After the 30 minutes has lapsed the user will be able to attempt another log on.

If the password is forgotten, the process for resetting it can be started by clicking the **Forgot Password** link and submitting the password reset form. This process will send an email link to the user for validating the account by answering security questions and then allowing the user to reset the password.

If the user has problems with resetting the password, the user will need to contact the Commonwealth Services Desk at (502) 564-7576 or toll-free at (800) 372-7434.

Help

The KARES User Guide and training videos can be found by clicking the Help link, located at the top right corner of the KARES Web Portal. The user will be redirected to the Help page and the KARES User Guide will open in a separate PDF document once the link is clicked on the KARES Help page.

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Required Application Forms

Prior to submitting an application for fingerprint background check, the user is required to complete to mandatory forms. These forms are to be stored in the personnel records of the user or uploaded in the KARES web portal.

Users are able to access required the forms needed to complete the National Background Check process by going to the **Applications Tab** and clicking on **the Application Forms** link. On the Application Form page, the user will find the *Applicant Self Disclosure Form*, *Applicant Consent and Release Form*, and a copy of the *Appeal Rights*. Clicking on the form link, will open the form. The applicant should complete the Self Disclosure and Consent forms prior to submission of the application.

Adding a New Applicant

1. The two required background check forms are located under the Applications tab in the top navigation bar. **Click Applications > Application Forms** to access the *Applicant Disclosure Form (OIG 1 190-B)* and the *Applicant Consent and Release Form (OIG 1 190-C)*.

2. To create a new application, click **Applications > Add New** on the navigation bar and the system will direct the user to the Search screen.

   Note: Once an application has begun, the user can pause an application by clicking the **Save and Close** button on any step after entering the Person Summary data. The user can resume the application by going to the **Not Yet Submitted** list and clicking the **Resume** link.

2. **Search for Existing Profile**: The first step of the Add New Applicant process is to ensure that the person does not already exist in the system. The user will be automatically prompted to search for an applicant after selecting the **Add New** link.

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Home	**Applications**	Employees	Search	Reports		
Add New	Not Yet Submitted	Determination In-Process	Determination Available	Batch Payments		

Applicants: Add New

Search for Existing Profile

Enter Search Criteria

If using the Name field, be sure to type the LAST name as it appears on the applicant's driver's license or valid government issued ID. This cannot be changed once you click search.

An Individual Taxpayer Identification Number (ITIN) is a tax processing number issued by the Internal Revenue Service. The ITIN should be used as a substitute for the SSN only if the applicant does not have a social security number issued by the Social Security Administration (SSA).

* SSN: [   ]   AND   Last Name: [   ]   OR   Date of Birth: [   ]

[Search]

3. Search for the person using his or her Social Security number (SSN) and Last Name or Date of Birth. The SSN and at least one of the identifiers are required. If not entered properly the user will receive a warning message.

Warnings:

   SSN is required.
   Last Name or Date of Birth must be specified.

4. If the SSN is already in the KARES Web Portal with a different name the user will get a warning screen. Verify that the SSN has been entered correctly. If that doesn't resolve the issue, check the spelling or use the Date of Birth. Remember that applicants may have changed their name in reference to marriage, divorce, etc. **If the person is already in the system it is important not to enter them twice and create a duplicate profile.**

Applicants: Add New

Search for Existing Profile

Enter Search Criteria

If using the Name field, be sure to type the LAST name as it appears on the applicant's driver's license or valid government issued ID. This cannot be changed once you click search.

An Individual Taxpayer Identification Number (ITIN) is a tax processing number issued by the Internal Revenue Service. The ITIN should be used as a substitute for the SSN only if the applicant does not have a social security number issued by the Social Security Administration (SSA).

* SSN: [123-45-6789]   AND   Last Name: [Smith]   OR   Date of Birth: [   ]

[Search]

Results

The SSN entered already exists, but does not match the Last Name or Date of Birth entered. Please revise your search criteria or contact your background checking system administrator for assistance.

5. If a match is not found, the system will display a not found message. Click the **Add New Applicant** button create a new Person Summary entry.

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6. If a match is found, the **Person Summary** profile will display. Verify the information matches the applicant before continuing with the application process.

   a. If the information provided does not match, click the **Edit** button, located at the bottom of the Person Summary section to update the information. Once updated, click **Save**.

   b. To create an application from an existing profile, click the **Add New Application** button located at the top of the Person Summary screen.

7. Continue with the process to create a profile or edit the existing profile. Required fields are marked with an *

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8. The user can enter multiple Aliases and multiple Prior Addresses for the applicant.

    a. **Out of State Registry Checks:** If an applicant has lived or worked in another state within the past 7 years, clicking the **Add New** button and entering previous out of state addresses here will enable a check of the out of state registries for each out of state address listed.

9. During the application process, when the user has entered information into all required profile fields, click the **NEXT** button to continue to the next step. Likewise, to go back, the **Back** button in the lower part of the screen. Do not use the browser back button at the top of the screen.

Identity Verification

After the Person Summary page is completed, the user will be asked to **verify the applicant's identity**. A current picture ID is required for identity verification before fingerprints can be taken. Preferred verification is a current driver's license or identification card; pursuant to KRS Chapter 186.540 a current, correct address is required. A scanned copy of the form of identification can be uploaded into the KARES Web Portal.

1) Select the appropriate type of identification used from the drop down list
2) Enter the Issuing State or Agency

a. Example, Kentucky or state issuing driver's license or ID card; or issuing agency of passport

3) Enter the Document Number

a. Example, driver's license or ID card number; or passport number

4) Enter the expiration date of the identification

Selecting Position Information

At the bottom of the **Pre-Employment Information** page, the user will be required to indicate the type of position is currently being applied for. The user will be able to select options from a drop down menu, if the **Position Name** is not indicated, select Other from the drop down menu and type in the specific name of the position.

A. Under **Position Applied For**, select **Provider** (if log on group has access to more than one provider)**, Position Category,** and the **Position** for which the applicant is applying. The user will also have the ability to indicate whether the position is for an Employee, Volunteer, Student, Independent Contractor or Employee of Temporary Employment Agency.

1. If the position requires a license or certification and the applicant do not have the required license/certification needed for the position, the user has the option of clicking the **Close Due to Invalid Licensure/Certification** button and the system will close the application.

2. If the applicant does not need a license or the applicant has the required active license, click the **Next** button to proceed with the Registry checks.

3. At any time during the application process, clicking **Save and Close** will pause the application process and the user can access pending applications from the **Not Yet Submitted** section of their system.

Confirm Applicant Consent Requirement

Prior to checking the abuse registries or being able to complete the fingerprint authorization, the user must indicate they have the applicant's consent. The National Background Check program requires two mandatory forms that can be found under the Application Tab > Application Forms link. The user is required to have the applicant complete both the **Applicant Self-Disclosure (OIG 1:190B)** and the **Consent and Release (OIG 1:190C)** forms.

By placing a checkmark in the box on the **Applicant Consent page**, the user is indicating these required forms have been completed and are kept on file with their facility.

The second box indicates the user has read and understands the application process and terms. Placing a checkmark in both boxes is required before moving on with the application process.

License Checks

The KARES Web Portal will auto-match available license information found in the Kentucky Board of Nursing including SRNA data.

The **Applicant: License Search** page will display any licensure data found. For applicable license or certification information displayed here, check the **Use for Application** box. This will attach the information to the applicant profile and the position he or she has applied for.

If the user added this information to the applicant profile at this step, the license/certification information will be displayed on the Final Registry Results form.

Manual Licensure Search

To search for licensure data from Kentucky Board of Medical Licenses, Physical Therapy, and other such boards, click the blue link on the License Search Page. The user will be directed to the appropriate board for the licensure data search.

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Registry Checks

The Kentucky Nurse Aide Registry, Kentucky Caregiver Misconduct Registry, Kentucky Child Abuse and Neglect Registry, and the Federal OIG List of Excluded Individuals/Entities have automatic matching features that will indicate possible matches for abuse registry hits. Any optional or additional registries that are added to the registry search page will also require a manual search and the user will be directed to the appropriate website from this page. As the manually searched websites are not maintained by the Office of Inspector General, these sites may change their look and feel without notice.

1. **Kentucky Child Abuse and Neglect Registry** – this registry is required for most users. Matches on this registry will be automatic and will indicate substantiated findings within this registry.

2. **Kentucky Nurse Aide and Home Health Abuse Registry –** this is a required search and includes an auto-match feature. Users should review matches to verify direct match for applicant. The user may also click on the link to open the registry in a new window and do a manual search if desired.

3. **Kentucky Caregiver Misconduct Registry** – this a required search; matches on this registry will be automatic and will indicate substantiated findings within this registry.

4. **Federal OIG List of Excluded Individuals/Entities** – is a required search. KARES will perform an auto-match search and, if desired, the user can click the web link to perform a manual search. To verify entries on the Federal OIG List of Exclusions, the user will need to verify any matches with name and Social Security Number.

5. **Adding Research Registries Not Listed** – includes a list of several other registries that have been pre-loaded. First, select the state in which the desired registry search is requested. Next, select the registry or registries available.
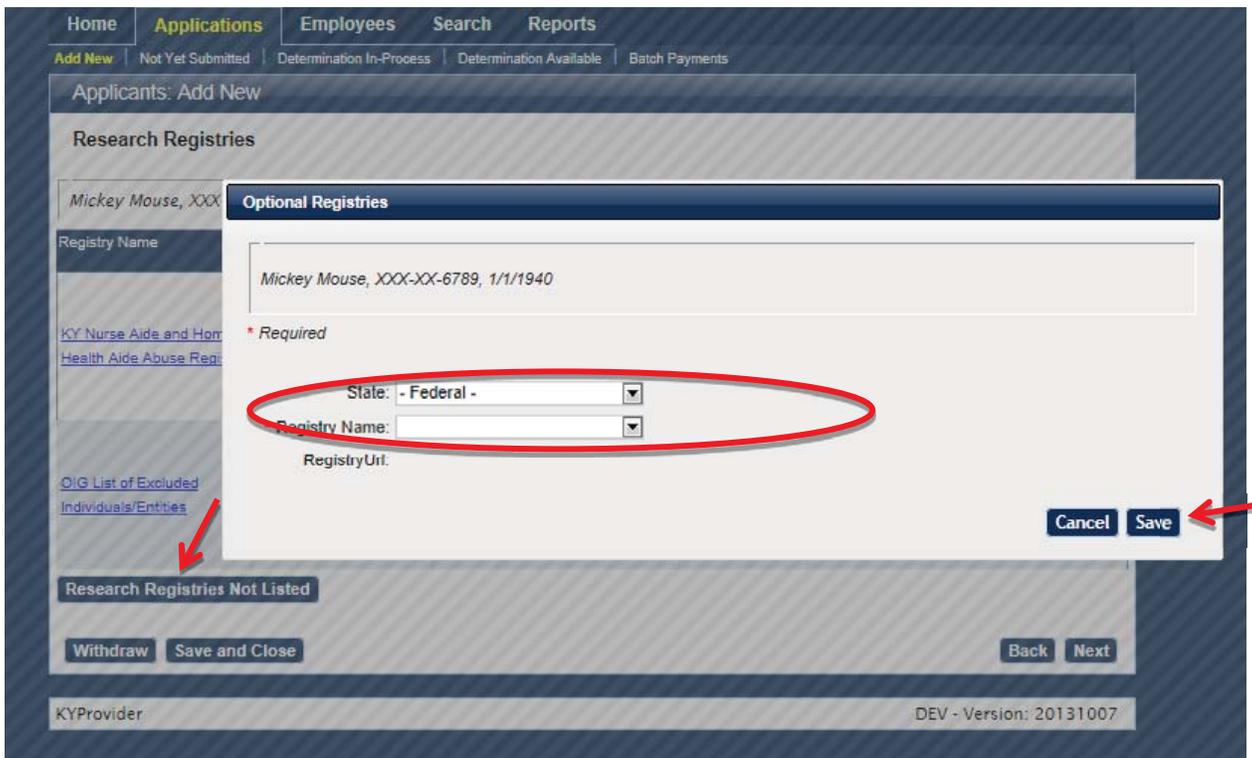
a. Upon clicking **Save,** that web link is added to the **Research Registries** screen. Below, the state of South Carolina was selected and the Nurse Aide Registry for that state was selected.

6. If all registries have not been marked as **Cleared** or **Not Cleared** the process cannot move forward.

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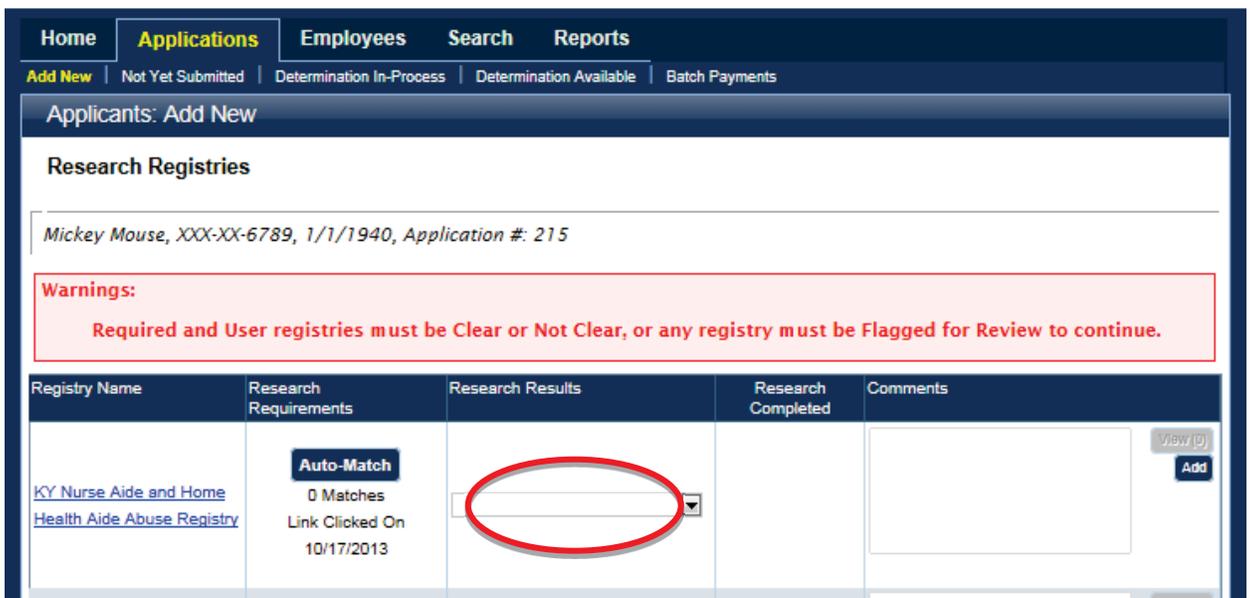
7. If a registry is marked **Not Cleared** a comment is required before proceeding. Click the **Add** button to add comments to the section.

8. When any of the registries are marked **Not Cleared,** the application will automatically be closed once the Next button is clicked. The system will indicate the application closed due to registry checks. The **Final Registry Results** report will display all registries checked and any comments entered by the user. This report will also indicate Clear or Not Clear and can be given to the applicant.

   a. To open the Final Registry Report, click on the link at the end of the application process entitled **Final Registry Results**. This option will also be available for applicants will all Cleared registry results.

Using the Auto-Match Feature

The KARES Web Portal will run an **Auto-Match** check against all registries eligible for automatic query; the other searchable registries will be linked for easy access. The Auto-Match feature will run and complete before the **Research Registries** page loads. Once loaded, the user will see **0 Matches** if no matches were found on the registries or **# of Matches** for the any **possible matches** found on the abuse registries.

1. Any Auto-Matches found on the KARES registry checks indicates that data matched closely enough to require a review of the matched information; an Auto-Match indicator is not a definitive registry match. For individuals that do have an automatic match, the KARES Web Portal will indicate the number of Auto-Matches in the Research Registries section. If there are matches found the user must review them by selecting the link associated with the matches.

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a. By selecting the numbered link, the indicated possible matches will appear from the registry file for the user to review.

2. **Matches - View Details**: Any registry that has an Auto-Match feature will walk the user through the results wizard to assist in verifying matched results.

a. Click on the numbered link to activate the wizard and review the data against the applicant's information.

b. Indicate **Confirm** or **Ignore** for each result, then click the close button.

c. If any matches are found the user will need to verify these by conducting a manual search. This can be done by clicking on the linked registry name and a new window will open for that registry.

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3. Out of state registry checks cannot be Auto-Matched at this time; links for out of state registry checks are added to the **Research Registries** page when out of state prior addresses are added on the applicant's **Profile page**, or by clicking on the **Research Registries Not Listed** button. Click on the link for each out of state registry to conduct the out of state registry check and the registry will open in a new tab.

a. To add additional out of state registries for any states that were not added through prior addresses, select the **Research Registries Not Listed button.** A dropdown list for all states will appear and any selected registries will be added to the Research Registries menu.

4. For each required registry, select a registry result of **Cleared** or **Not Cleared**. The user will have the ability to enter **comments** for each option by clicking the **Add** button. However, comments are required for Not Cleared applicants.

a. If all results are set to **Cleared**, click the **Next** button to continue with the application process.

Applicants: Add New

Research Registries

JohnTNG Jones, XXX-XX-0004, 11/11/1976, Application #: 251
Alias: John Jones; XXX-XX-0004; 11/11/1976; Johnny Jones

Registry Name	Research Requirements	Research Results	Research Completed	Comments	
KY Nurse Aide and Home Health Aide Abuse Registry	Automatch performed, no matches found **Recheck Registry**	* Cleared	11/25/2013		View (0) Add
OIG List of Excluded Individuals/Entities	5 Matches - View Details **Recheck Registry**	* Cleared	11/25/2013	*Last comment: KYProvider - 11/25/2013 11:19 AM* ------ reviewed match - name and applicant do not match. cleared of registry check	View (1) Add

b. If **Not Cleared** is selected for any registry, the Not Cleared confirmation page displays and the background check application is closed, fingerprinting will not proceed.

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Making a Payment

The Cabinet for Health and Family Services (CHFS) is authorized to establish fees for the use of a database where certain providers and contractors may determine whether an individual has clearance to have direct patient access. CHFS is also authorized to collect fees that will be transferred to the Kentucky State Police to reimburse its costs in conducting the federal background checks.

The payment method must be selected and payment completed online before the application will be completed. If payment is not ready to be issued at the time of application, the application may be submitted into **Batch Payment**, **Saved and Closed** or **Withdrawn**.

Note: Withdrawing an application will close the application process. Any further actions on an applicant that has been withdrawn will require a new application.

Below is a sample of the payment selection screen (actual amounts may be different than the example provided):

1) Upon selecting the **Credit Card** payment option, the user will be automatically given the Live Scan Fingerprint Authorization Form at the end of the payment, as only one application is being paid for at a time. There is no change in fees to pay individually by credit card or in batch.

2) Selecting the **Batch Payment** option will allow the user to pay for several applications at one time and make a bulk payment transaction at one time. The processing fees will equal the same as if each application was paid for separately through credit card payment. With Batch Payment a Live Scan Fingerprint Authorization form **will not** be given automatically at the end of the payment

confirmation. To retrieve the fingerprint form, the user will need to reenter each applicant's profile individually to obtain the Fingerprint Authorization form under the individual's Person Summary and by clicking on the Application's Tab, located within the person summary screens.

Payments are processed through Kentucky Interactive. Users can create an eWallet account through Kentucky Interactive. This information is stored with Kentucky Interactive, it is not kept in the KARES Web Portal.

When making a payment the following screens will appear:

a) Enter the account data as it appears on the payment account and card. To cancel and return to KARES, select the link that says "Cancel and return to KY KARES".

b) If the user wishes to store payment information, the user may create and sign into a Kentucky.gov eWallet account. When using the eWallet feature, sign in and select the payment account.

c) After payment information has been entered, select **Next** to review the entry. If entry is correct, select **Pay Now**.

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d) A verification screen is shown to confirm the Credit Card payment. Email or print the payment receipt then, **click the Finish Button** to return to KARES.

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3) After payment is complete, select **Submit** so the Live Scan Fingerprinting Form may be generated and the application submission confirmation page is displayed.

4) Click on the **Live Scan Fingerprinting Form link** to generate the Fingerprint authorization form.

a. The **Live Scan Fingerprint Authorization Form** provides authorization for the applicant to have his or her fingerprints collected. The form will provide the information for the closest three fingerprint sites; currently, fingerprint collection sites are available Monday – Thursday 8:00 AM – 4:00 PM and Friday 8:00 AM – NOON, local time. The form will be similar to the one shown below.

Live Scan Fingerprinting Form

You have applied for a position with an employer that participates in the Kentucky Applicant Registry and Employment Screening (KARES) Program. Applicants seeking a job with a KARES-participating employer must submit to a fingerprint-based State and National criminal history check.

To initiate the criminal history check, please take this form with you to one of the KARES Fingerprint locations listed below:

Name	Address	County
1 Workforce Development (6069202024)	1844 Carter Avenue Ashland, KY 41101	
Workforce Development (859 -371-0808)	8020 Veterans Memorial Drive Florence, KY 41042	
Workforce Development (606 -337-3044)	725 North 19th St. Middlesboro, KY 40965	

YOU MUST PRESENT THIS FORM AND A CURRENT, VALID GOVERNMENT-ISSUED PHOTO IDENTIFICATION TO BE FINGERPRINTED (I.E. DRIVER'S LICENSE, STATE ID, MILITARY ID, ETC.)

The Kentucky State Police will provide your State and National criminal history results to the Office of Inspector General (OIG), Cabinet for Health and Family Services, by means of a secure, web-based system. The OIG will review the criminal history information and advise the facility where you are seeking employment whether you are eligible for hire based on the results of your State and National criminal history check.

Applicant Information

Application Date: 10/15/2013
ORI: KY1234567

100231

Name: John smith
Address: 123 Nowhere
          Someplace, KY 12345
Date of Birth: 11/11/1976
Race: White
Gender: Male
Eye Color: Blue
Weight: Black
Height: 6'0"
Place of Birth: USA (United States of America)
(If not in the U.S.)

Upon collecting the applicant's fingerprints, the Department for Workforce Investment shall return this form to the applicant for the applicant's records.

Date Fingerprints Collected: _____ Initials of Live Scan operator: _____

b. Once the applicant has submitted to fingerprinting, the user may add Provisional Employment from the **Determination In-Process** page. The Status on this page will change from **Applicant Data Sent** to **Fingerprints Submitted** before the **Hire Provisionally** option will be available.

To make a payment by Batch Payment method, take the following steps:

1. If an application is placed into Batch Payment – the Live Scan Fingerprint Authorization Form **will not** generate, until payment is made.

2. It is important to remember when selecting the batch payment option at the time of application do not select Save and Close on the Payment screen.

   a. Select Batch Payment;

   b. Select **Confirm**.

   c. A payment confirmation screen will be received, although a payment has not been submitted yet. The user will have the option of canceling from batch payment with the cancel link. If the user wishes to continue with the batch payment option, select the **Submit** button.

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d. Lastly an **Application Submitted Confirmation** screen will show the user the application has been submitted for batch payment. Due to the fact that a payment has not been made, a fingerprint authorization form cannot be generated at this time. Once payment is made, the fingerprint authorization form can be generated and the applicant is authorized to be fingerprinted.

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3. When the user is ready to make one or more application payments through Batch Payment, go to the Applications Tab, Batch Payment and the following screen will appear. Using the check boxes, select one or more applications for payment.

4. Once all the correct applications have been selected, click the **Pay by Credit Card** button.

Applicants: Batch Payments

Enter Filter Options

Application #: [   ]   Provider: [A BRIGHTER DAY HOME CARE PSA ▾]

[Apply]

Results

Application #	Provider	Last	First	SSN	Fees Due	Total Fee	Pay Now
192	A BRIGHTER DAY HOME CARE PSA	Mouse	Mickey	-6789	Background Check Fee: $20.00	$20.00	☐
193	A BRIGHTER DAY HOME CARE PSA	Mouse	Minnie	-4320	Background Check Fee: $20.00	$20.00	☐

◄ ◄ 1 ► ► 2 Total Items

[Pay By Credit Card]

5. Selecting more than one applicant will adjust the total on the payment page as the system will automatically add these together. Complete the same process for paying by credit card.

6. After batch payment is completed, the user will retrieve the Live Scan Fingerprint Authorization Form from the application's Person Summary profile. To do this go to Person Search and search for the applicant by SSN and last name or DOB. Or, locate from the Determination In-Process menu from the user At a Glance.

7. From within the **Person Summary** click on the **Applications Tab** and the Live Scan Fingerprinting Form will appear as a blue highlighted link under the most recent application date. Click this link and the fingerprint authorization form will open as a PDF document.

Remember: The Live Scan for is only good for 30 days, the form will include the expiration date.

Resume Adding an Application in Process

The **Resume Application** feature allows a user to pick up their saved application where it was left off without losing data. To use this feature, the user would have first needed to have saved the application using the **Save and Close** button on any step of the Add Application wizard. The application can be resumed at any time by going to **Applications**> **Not Yet Submitted** and clicking the **Resume** link.

1. Click on **Applicants > Not Yet Submitted**. A list of pending applications will appear.

2. Click on **Resume** to reopen the pending application.

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3. The user will be taken to the profile screen so the applicant's information can be reviewed. Any new information should be entered or any corrections should be made before continuing. Please refer to **Adding a New Applicant** section for assistance with completing the application process.

Important Email Notifications

After an applicant has been fingerprinted, at an authorized fingerprinting location, the provider user will receive one of two types of email messages, notifying them what action is necessary.

Fingerprints Taken

Once an applicant has submitted to fingerprinting, an email notification will be sent to the user account's associated email address, identifying which applicant has been fingerprinted.

Fingerprints Rejected

It is possible the FBI will reject fingerprints due to illegible prints or errors in the printing process. Provider users will be notified through email if fingerprints are rejected by the FBI. Rejected fingerprints will need to be remade at an authorized location.

It is the responsibility of the provider user to contact applicants for fingerprint reprocessing at an authorized location.

Provider users will not be charged for the second submission of fingerprints. Before sending an applicant to be reprocessed, see the steps below.

Fingerprint Resubmission Process:

1. Within the Person Summary screens, click on the Applications tab and match to the correct application number; in some cases, the user may have to scroll down the page.
2. Click on the link entitled "Live Scan Fingerprinting Form", this action will generate a new fingerprint authorization form.
3. If the applicant has their original fingerprint authorization form, the applicant may return with the original form.

Fitness Determination Available

When an applicant is successfully fingerprinted and a determination has been made, the provider user will see an email message stating, "Fitness Determination Available". The message will contain the applicant's name and the application number.

It is important to remember that any applicant who was provisionally hired by a provider and receives an eligible determination will automatically be moved into permanent hire status. The provider user will still need to click the Close button on these applications to remove them from the application queue.

Provider users can also choose to terminate or close without hiring an applicant by following the onscreen instructions.

Searching for an Individual in the KARES Web Portal

In some instances it will be necessary to search for a person when not entering an application or necessary to search for a profile prior to entering an application. For these situations, there is a **Person Search** option. The person search will work to pull up the profile of any existing individual in the KARES Web Portal and must have two identifiers to work.

It is recommended that all users search applicants by person search option before attempting to enter a new application as there is an option to add an application for any profiles found.

Remember: in some cases where a last name may have changed, or the last name may have been spelled incorrectly, try using the SSN and Date of Birth to pull up the profile.

1. Under the **Search** tab, click on **Person Search.**

2. Search for the person using his or her Social Security number (SSN) and Last Name or Date of Birth. The SSN and at least one of the other two fields are required. If not entered properly a warning message will be received.

3. If the individual has a profile in the KARES Web Portal and the applicant data is entered correctly, the individual's profile screen will appear.

4. If no profile has been previously entered a message will appear stating no profile found and the user will see the "Add New Application" button on that screen.

5. Verify this is the correct applicant and if entering a new application at this time, click the **Add New Application** button.

6. A user may also just **Edit** the profile or view an employee's personnel information.

   The Person Summary Applications Tab under Person Summary enables a user to view the history of applications made within a user's facility or facility group.

The **Person Summary Employment Tab** under Person Summary enables users to edit employees' current employment information with a user's facility.

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The Person Summary Documents Tab – will house all documents that have been generated by the KARES Web Portal and any documents the user chooses to upload into the KARES.

The Person Summary History Tab – will display the history of the application process, including comments related to the background check itself.

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Searching for Applicant Not Yet Submitted

Any applications that have been **Saved and Closed** will be filed under the **Not Yet Submitted** tab in the Applications tab. To retrieve these applications complete these steps:

1. Click on **Applications>Not Yet Submitted** link found under Applications.

2. The list may be limited to a smaller group of individuals by adding search criteria. The Provider list is limited to the providers to which the user has access. An applicant's name or a range of dates may be used to limit the list.

3. If no search criteria are entered a listing of all applicants that have not yet been submitted for the facility will display in the Results section.

4. Click on **Resume** to go to the applicants profile screen.

5. Click on **Withdraw** to close the application completely and cancel the application process for the applicant.

6. This list can also be accessed by the **Not Yet Submitted** selection from the At a Glance dashboard.

7. Once on the applicant's Person Summary, review the profile page and make any updates, if necessary. The application process can be found in the Adding a New Application section of this document.

Navigating the At a Glance Dashboard

The At a Glance Dashboard is located on the Home screen of the KARES Web Portal and acts as a shortcut for certain accessible areas in the system. From this page a user will be able to view the status of pending applications and any employee actions needed in one area.

Viewable in the At a Glance are:

Applications Section

1. Not Yet Submitted by Provider – The number of applications that have not yet been completed or submitted. This section allows the user to Resume pending applications;
2. Not Yet Submitted by Provider Over 10 days – Applications that have not been completed and require user attention as they are over ten (10) days old;
3. Eligibility Determination in Process – The number of applications awaiting a fitness determination. The user can check the status of applications here, withdraw an application, and add provisional employment once fingerprints are submitted by clicking here;
4. Eligibility Determination Complete – Completed fitness determinations are found here. Users can review any background check notes in the History tab of the Person Summary by clicking on the applicant name. The user will indicate employment here or close without hiring here;
5. Determination Available and Action Needed (over 10 days old) – Filters completed fitness determinations that requires immediate provider user action;
6. Applications Submitted but Fingerprints Not Complete – Will display applicants that have not yet been fingerprinted;
7. Determination Not Eligible but Currently Employed – Indicates employees marked as Hired by Provider, but have received a Not Eligible fitness determination; and
8. Pending Payments – Will display and allow the user to complete applications submitted into Batch Payment.

Employees Section

1. Provisional Status Expiring (within 5 days) – Displays employees listed as Provisional and status is within 60 day limit;
2. Provisional Status Expired – Displays Provisional employees who have surpassed the 60 day provisional employment limit;
3. Employment Verification Needed (within 30 days)
4. Employment Verification Past Due
5. New Background Check Needed (within 30 days)

Each of these dashboard areas will have a numbered link that will navigate the user to the section in the KARES Web Portal responsible for the information in question. Clicking on each numbered link will navigate the user to the correct area in KARES.

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Check Applicant Status Updates

From the KARES web interface users will be able to check the status of submitted applications. Once submitted, users will be able to see when the applicant has submitted to fingerprinting, if there have been any updates to the fingerprinting process, and when determinations are available.

To check the status:

Go to **Applications**, click on **Determination In-Process**.

Once the application is successfully submitted the Determination In-Process page will show the Status in the Status column and update the date of the status change in the Status Date column. The initial status change will appear as **Background Check Started** when the application is first submitted. Once the applicant's demographic information has been received by the Kentucky State Police system, it will stay there until the applicant submits to fingerprinting or until the 30 day time limit has lapsed. Once Kentucky State Police has the applicant's demographic information, the status message will read **Applicant Data Sent**.

When the applicant has submits to fingerprinting at any authorized fingerprinting stations, the status will change to **Fingerprints Taken**. Once the Fingerprints Taken message appears, the Hire Provisionally button will also appear on this screen and a user will have the option of hiring the applicant provisionally. **Note**: Provisional hire is not available until after fingerprints have been taken. Provisional hire allows for an applicant to be hired, with direct supervisory observation, for up to 60 days until the background check results are received.

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Locked	App #	Provider	Last	First	SSN	Status	Status Date	Employment Status	Action
	195	CARDINAL HILL SPECIALTY HOSPITAL LTCH Duck	Donald	-4444		Fingerprints Taken TCN: t100199	10/03/2013	Hire Provisionally	Withdraw
	196	CARDINAL HILL SPECIALTY HOSPITAL LTCH White	Snow	-5555		Fingerprints Taken TCN: 9186536-91973	03/11/2013	Hire Provisionally	Withdraw
	197	CARDINAL HILL SPECIALTY HOSPITAL LTCH Little	Chicken	-3333		Fingerprints Taken TCN: 9186536-91974	03/11/2013	Hire Provisionally	Withdraw

If there is a problem with the fingerprint submission or transaction with Kentucky State Police, users will be notified via email and the status message will change to read **Fingerprints Rejected**. Any applicant who has their first set of fingerprints rejected, will need to return to a fingerprinting station to be reprinted. If the second set of fingerprints are rejected, do not have the applicant return to a fingerprinting station; the FBI will conduct a manual search background check.

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Fitness Determinations Available

Once the Office of Inspector General has made a criminal history fitness determination the user will receive an electronic notification via email, stating that the application is ready for the user's next step. Once the user receives the **Eligible for Hire** or "green light" notification, any provisionally hired employees will be automatically moved into permanent hire status, the user will still need to close the open application from the **Determination Available** section of KARES. Users will always be able to separate any employee from employment as they see fit, see Separate Employee from Service section of this manual. If a user has elected to not use the Provisional Hire option, the user may choose to Hire the applicant or Close the Application Without Hiring.

To get to the Determinations go to **Applications Tab**, click on **Determinations Available**.

If an **Eligible Determination** is received and the user wishes to hire the applicant, click the **Hire** button and a pop up window will open. Enter the **Permanente Hire** date click **Save**.

If a **Not Eligible** or "right light" determination has been received, the KARES Web Portal will not allow a user to hire the applicant. If the user elected to hire the applicant provisionally while awaiting the fitness determination to be returned, the user will see a Terminate button next to the individual's name. KARES will ask the user to select this button and enter their employment end date in the pop up window that opens.

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If the user did not elected to use the Hire Provisionally option and a **Not Eligible** notice was received, the user will only see the option to close the application. The terminate option will not appear.

Click **Close Application** to close the application and it will be removed from the pending application queue.

Locked	App # - Type	Provider	Last ▲	First	SSN	Determination	Determination Date	Employment Status	Actions
	200	CARDINAL HILL SPECIALTY HOSPITAL LTCH	Appleseed	Johnnyjohnnyjohnny	-7777	Eligible	09/26/2013	Hire	Close Application
	179	CARDINAL HILL SPECIALTY HOSPITAL LTCH	Kirk	James	-4321	Not Eligible	10/23/2013	Not Eligible for Hire	Close Application
	202	CARDINAL HILL SPECIALTY HOSPITAL LTCH	Marian	M	-7777	Not Eligible	09/26/2013	Not Eligible for Hire	Close Application

Provisional Hire

A participating provider may provisionally hire an applicant that has submitted to fingerprinting. The status indicator in the system will change to "Fingerprints Taken"; see the Check Application Status Updates section of this user guide for more information on status updates. Next to the fingerprints taken status message, the user will see the **Hire Provisionally** button.

To hire an applicant using the Provisional Hire Option

Complete the following:

1. Go to Applications, Determinations In-Process. All pending determinations will pull up for the facility.
2. Next to the desired applicant, click the **Hire Provisionally** button.
3. A pop up window will open with the position information entered during the application process. Complete the provisional hire information and click **Save**.

A list of all applicants that have been hired provisionally can be viewed from the **Employees Tab**, provisional link. From the Employees tab at the top of the page, click on the Provisional link. All data can be filtered by any one or more of the criteria options provided on the screen. A user will also be able to view a full roster of all completed applications by c licking on the **Roster** link under the Employees tab.

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1. For Provisional employees, the system will display a list of employees that have a **Provisional** employment status. Days remaining in provisional status CANNOT EXCEED 60 days.

2. When the background check is completed and the provisional employee is given a fitness determination of **Eligible**, the provisional employee's status will change automatically from Provisional to Permanent. If the provisional employee did not change to a permanent employee a manual change can be completed.

3. The user will still need to close the background check application. To do this, click on the **Determination Available** link under the Applications tab and click the **Close Application** button to remove the pending application from the user queue.

4. If the provisional employee is found **Not Eligible**, the system will display **Not Eligible** in red in the **Days Remaining** column, and the system will display the Terminate link. Click on the Terminate link to change the provisional employee's status to Terminated.

Pursuant to 906 KAR 1:190 section 8, an employer will terminate a not eligible application within 6 days, unless the applicant has requested an informal review or rehablitiation review. of the background check.

Update Employment from Provisional to Permanent

1. Click on **Employees>Provisional** for a complete listing of provisional employees with a facility group. If searching for a specific employee, enter the appropriate search criteria for that individual. If searching for all provisional employees at a facility, select search with no search criteria entered and a list of all provisional employees will appear.

2. To edit a specific employee, click on **Edit** next to the employee to wish to update. A pop-up dialog box will open with the employment information. If entering a **Permanent Hire Date** after having a **Provisional Hire Date** the **Employment Status** must be changed. The **Verification Date** (the date a user is confirming that the employee still works at a facility) should be updated to the current date.

3. The employment seperatation date may also be entered in the **Seperation Date** blank if the indivual is no longer with the facility.
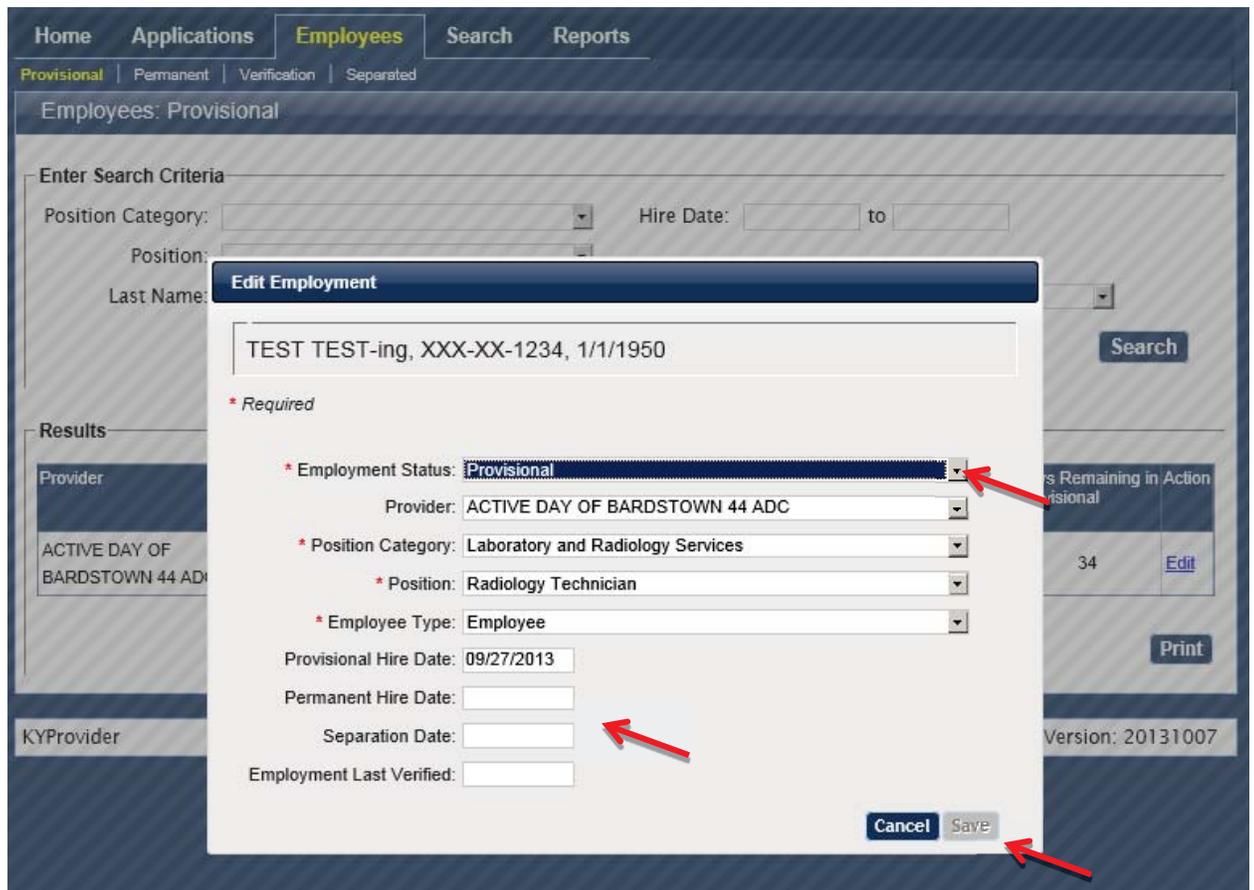
4. Click **Save** to update the information. Click **Cancel** to leave the information unchanged.

5. The **Days Remaining in Provisional** column will show how many of the 60 provisional hire days are remaining. Once the 60 days has lapsed, this column will change to have an option to Terminate the employment with the facility.

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Separate Employee from Service

1. To indicate that an applicant has been separated from service, click on the **Employees Tab > Provisional** link or **Employees Tab > Permanent** link, whichever is appropriate.

2. Click **Edit** to open the Edit Employment dialog box.

3. Change the **Employment Status** to **Separated**, enter the **Separation Date**, and click **Save.**

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4. Verification of the action can be seen by clicking on **Person Search** and entering in search criteria for that individual.

5. To view a roster of all separated applications, click on the **Employees Tab > Separated** link, which will open that user's separated applicants.

Update Demographics

It is essential that the data for each individual in the KARES Web Portal stay current. If an employee has a name or address change, the correction needs to be made in KARES as soon as possible.

1. Click on **Person Search** located under the Search Tab and search for the person using his or her Social Security number (SSN) and Last Name or Date of Birth. The SSN and at least one of the other two fields are required. If not entered properly a warning message will appear.

2. Click on **Search**.

3. After the profile screen opens, click on **Edit**.

4. Once the Edit Profile screen opens all fields will be editable, except for the Social security number and date of birth. If changes are needed to the social security number or date of birth, contact the KARES Helpdesk for assistance at (502) 564 – 2159.

5. If making a change to the name or address, KARES will ask if the previous name and/or address should be saved as an alias or prior address. Select, **Yes**. The previous name will be added to the Aliases/Prior Name box at the bottom of the page and KARES will search for these names if the individual uses them in the future. Prior addresses will be saved if they are from other states.

6. The **Add New** button can also be used to enter a prior name or alias for the individual if it is a name they are known as.

7. There is also an **Add Prior Address** button to manually add out of state addresses for applicants.

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Withdraw Application

Applications can be withdrawn at any point during the background check process. It is important to note that users <u>will not</u> receive any background check information on any withdrawn application. If an application is withdrawn, a new background check must be submitted prior to receiving any background check information.

1. Click on **Applications, Not Yet Submitted** or **Determination In-Process**.

2. Click on **Withdraw** under any of the sections. A dialog box will appear asking users to confirm the withdraw action.

Verify Employment

At least annually each user should verify that a worker is still employed by that provider. The user will see an indicator for employees who have been hired 12 months on the At A Glance Dashboard.

1. The user should click the numbered indicator on the At A Glance, or click **Employees Tab > Verification** link.

   a. Without changing any search criteria the search engine will automatically display employees requiring verification. The user also had the option of changing the search criteria.

   b. If any are listed that need to be separated from service, the user may do this with the Edit Button.

   c. If a position title needs to be changed, this can also be accomplished by clicking the Edit Button.

2. Click the check box under **Verify** for each employee that is still working for this provider or click **Select All**.

Provisional | Permanent | **Verification** | Separated

Employees: Verification

Enter Filter Criteria

Employment Last Verified on or before: 10/01/2013   Provider: - All -   [dropdown]

[Search]

Results

If an employee name has changed, update name on Person Summary page.

Provider	Last Name ▲	First Name	Position	Hire Date	Employment Last Verified	Verify	Action
ACTIVE DAY OF LOUISVILLE THIRD STREET ADC	test	Tester	Waiter, waitress	09/27/2013	09/27/2013	☐	Edit
ACTIVE DAY OF RUSSELLVILLE ADC	TEST	TESTER	Speech / Language Pathologist	09/27/2013	09/27/2013	☐	Edit
ACTIVE DAY OF BARDSTOWN 44 ADC	TEST	TEST	Radiology Technician	09/27/2013	09/27/2013	☐	Edit
ACTIVE DAY OF BARDSTOWN 44 ADC	TEST	TEST	Social Worker (Independent)	09/27/2013	09/27/2013	☐	Edit
ACTIVE DAY OF BARDSTOWN 44 ADC	TEST	TEST	Trained Medication Employee	09/27/2013	09/27/2013	☐	Edit

[Select All] [Verify Selected]

[Print]

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3. Click **Verify Selected** and each checked record will be automatically updated with the current date in the **Employment Last Verified** column. By verifying employment, the user is stating the individual is currently employed by the provider.

Fingerprinting and Live Scan Location Sites

When an applicant is to be sent for fingerprinting, a Live Scan Fingerprinting form will be printed from the KARES Web Portal. A payment must first be made before users will have access to the Live Scan Fingerprinting form.

1. If payment has been submitted via credit card, users will be able to access the Live Scan Fingerprinting Form at the end of the application process by clicking the link entitled **Live Scan Fingerprinting Form**, a PDF document will open from the Confirmation page.

   Note: The Live Scan Fingerprinting form may be saved and emailed to the applicant if a replacement copy is needed.

2. If the applications are submitted through Batch Payment or need to reprint the Live Scan Fingerprinting Form, users can access the Live Scan Fingerprinting form through the **Applications Tab** on the **Person Summary** page.
   a. Click on **Person Search**, search by SSN and Last Name or DOB.
   b. From the **Person Summary** page, select the **Applications Tab located within the person summary screen.**
   c. From within the Person Summary Applications Tab users will see a link for the Live Scan Fingerprinting Form.
3. The three closest fingerprinting locations (based on applicant home address) will print at the top of the form; the applicant may use any of the sites within the approved service network.

Registry Recheck Feature

The KARES Web Portal will periodically recheck certain abuse registries for new entries or updates for those individuals active in the system. The user will see an indicator number on the At A Glance Dashboard for any potential abuse registries hits found.

To view these potential registry hits:

1. Click the numbered link from the At a Glance Dashboard, Registry Recheck field.
   a. Once on the Registry Recheck page, the user has the option of viewing the registry recheck, and clearing the registry rechecks.
2. The user should verify that data reflected in the return hit, matches the information for the employee or applicant.

It is also recommended by the Office of Inspector General that employers recheck abuse registries during the yearly employment verification process.

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