

POST Background Investigation File

PUBLIC SAFETY DISPATCHER

This set of tabs is intended to assist background investigators in organizing information and documentation required by the POST **Public Safety Dispatcher Selection Requirements (Commission Regulations 1956-1960)**. Each tab cites the relevant POST requirement, including the documentation requirements associated with each area of investigation.

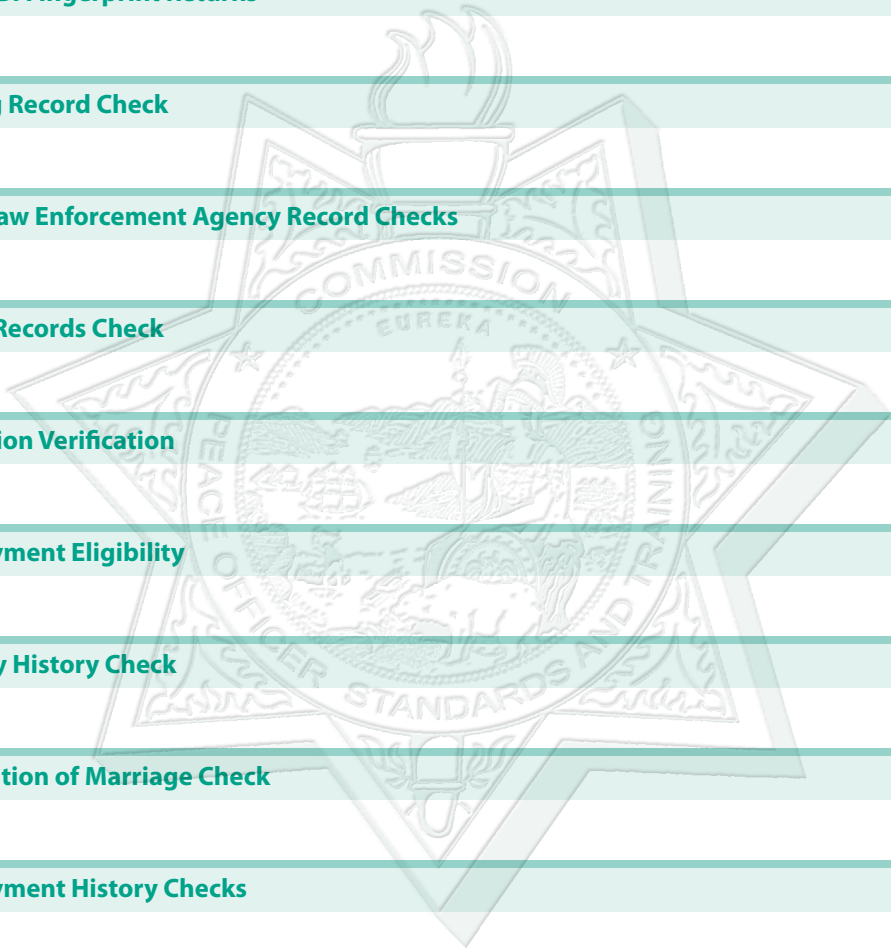
Pursuant to Penal Code Section 13512, POST conducts regularly scheduled inspections. These audits verify that agencies in the POST program are in compliance with the statutes, regulations, procedures, and documentation requirements associated with the background investigation process. These tabs will help expedite document inspection by your POST Regional Consultant.

POST Commission Regulations and other related materials (e.g., Background Investigation Manual) can be found at www.post.ca.gov.

Candidate		
First	MI	Last

Table of Contents
Background Investigation Files: Public Safety Dispatcher

A	Background Narrative Report	<input type="checkbox"/>
B	Personal History Statement	<input type="checkbox"/>
C	DOJ / FBI Fingerprint Returns	DOJ <input type="checkbox"/> FBI <input type="checkbox"/>
D	Driving Record Check	<input type="checkbox"/>
E	Local Law Enforcement Agency Record Checks	<input type="checkbox"/>
F	Credit Records Check	<input type="checkbox"/>
G	Education Verification	<input type="checkbox"/>
H	Employment Eligibility	<input type="checkbox"/>
I	Military History Check	<input type="checkbox"/>
J	Dissolution of Marriage Check	<input type="checkbox"/>
K	Employment History Checks	<input type="checkbox"/>
L	Relatives / Personal References Checks	<input type="checkbox"/>
M	Neighborhood Checks	<input type="checkbox"/>
N	Medical Clearance	<input type="checkbox"/>
Misc	Other Documentation	<input type="checkbox"/>



A

Background Narrative Report

– Commission Regulation 1959(g)

- (1) *The background investigator shall summarize the background investigation results in a narrative report that includes sufficient information for the reviewing authority to extend, as appropriate, a conditional offer of employment. The report, along with all supporting documentation obtained during the course of the background investigation, shall be included in the candidate's background investigation file. The supporting documents shall be originals or true, current and accurate copies as attested to by the background investigator. The background investigation file shall be made available during POST compliance inspections.*
- (2) **Retention.** *The background narrative report and supporting documentation shall be retained in the individual's background investigation file for as long as the individual remains in the department's employ. Additional record retention requirements are described in Government Code § 12946.*

Common Oversights/Problems:

- Narrative **does not provide sufficient** detail (e.g., "all references were positive").
- No documentation in file to allow for actual identification of contacts interviewed and what was said.
- Narrative fails to address all mandatory areas of inquiry.
- Narrative includes all information with **no supporting documentation in applicable tabs.**

B Personal History Statement

– Commission Regulation 1959(c)

Every public safety dispatcher candidate shall complete, sign, and date a personal history statement at the onset of the background investigation. A personal history statement can be either the POST Personal History Statement – Public Safety Dispatcher, POST 2-255 or an alternative personal history statement. An alternative personal history statement shall include inquiries related to the following areas of investigation: personal identifying information, relatives and references contact information, education history, residence history, experience and employment history, military history, financial history, legal history, driving history, and other topics related to moral character.

Common Oversights/Problems:

- Sections of the form are incomplete or inaccurate.
- No signature on last page.
- Candidate has not initialed each page, if required by PHS form.

C

**DOJ/FBI Fingerprint Returns
– Commission Regulation 1959(e)(2)**

(B) A **state search** shall include forwarding the candidate's fingerprints to the California Department of Justice (DOJ) to obtain criminal record results.

Proof of a **state search** shall be documentation issued by the **DOJ** consisting of an **official clearance return**. The authorization shall be relevant to the public safety dispatcher position and shall have been generated no more than one year prior to the date of appointment.

(C) A **national search** shall include forwarding the candidate's fingerprints to the Federal Bureau of Investigation (FBI).

Proof of a **national search** shall consist of an **official clearance from the FBI**. The clearance shall be relevant to the public safety dispatcher position and shall have been generated no more than one year prior to the date of appointment.

NOTE: Two separate documents are required:

1. DOJ official clearance
2. FBI official clearance

Common Oversights/Problems:

- Confusing a delay notification with an actual clearance return.
- Reports are **more than one year old** and/or associated with a different position.
- Failing to request returns from **both** DOJ and FBI on the Live Scan request form.

D

Driving Record Check

– Commission Regulation 1959(e)(3)

- (A) *Every public safety dispatcher candidate's driving history, if any, shall be checked to determine the candidate's driving record and adherence to the law.*
- (B) *Proof of the driving history check shall consist of a written driving record history from the Department of Motor Vehicles or other official driving record. The record shall be dated no more than one year prior to the date of appointment.*

Common Oversight/Problem:

- Reports are more than one year old.

E

Local Law Enforcement Agency Record Checks

– Commission Regulation 1959(e)(2)

(A) **Local searches** shall include inquiries with local law enforcement agencies where the individual has lived, worked, attended school, or frequently visited.

*Proof of **local searches** shall be documented by a letter or other written documentation from each agency contacted. If a contacted agency does not provide written documentation, the request for information shall be noted.*

Common Oversights/Problems:

- Missing from file or not covered in narrative.
- Not waiting for all returns.
- Copies of CLETS, NCIC, or other similar computer printouts in file.

E

F

Credit Records Check

– Commission Regulation 1959(e)(10)

- (A) *Every public safety dispatcher candidate shall be the subject of a credit record search with a bona fide credit reporting agency (i.e., Experian, TransUnion, Equifax) to determine the candidate's credit standing with lenders, as an indication of the candidate's dependability and integrity.*
- (B) *Proof of a credit record check shall be documented by an official credit report returned by one of the bona fide credit reporting agencies. The report shall have been created no more than one year prior to the date of appointment.*

Common Oversights/Problems:

- Reports are more than one year old.
- Report is **not** from bona fide credit reporting agency (i.e., Experian, TransUnion, Equifax).

G

Education Verification

– Commission Regulation 1959(e)(4)

- (A) *Every public safety dispatcher candidate's educational history shall be investigated to verify the information provided on the personal history statement and as a measure of conscientiousness, learning ability, and other aspects of character.*
- (B) *Proof shall consist of an official transcript or other means of verifying educational history deemed acceptable by POST. The document shall be an original, a certified copy, or a copy that includes a notation by the investigator that the original or certified copy was reviewed.*

Common Oversights/Problems:

- Documented education does not correspond/support education claimed on the PHS.
- Transcripts are not official.
- Diploma rather than transcript is included.
- Copy of transcript is not certified or lacks notation that it was copied from the original.

H

Employment Eligibility

– Commission Regulation 1959(e)(1)

- (A) *Every public safety dispatcher candidate shall be legally eligible for employment in the United States.*
- (B) *Proof of employment eligibility shall consist of an official government-issued U.S. birth certificate, naturalization documentation, U.S. passport, current permanent resident alien card, or other documentation deemed acceptable by POST. The document shall be an original, a certified copy, or a copy that includes a notation by the investigator that the original or certified copy was reviewed.*

Common Oversights/Problems:

- Work authorization is expired.
- Documentation does not support a right to work.



Military History Check

– Commission Regulation 1959(e)(9)

- (A) When applicable, a candidate shall be required to present proof of Selective Service registration or military service records.
- (B) Proof of a military history check shall consist of written verification of Selective Service registration, except for women or any man born prior to January 1, 1960. For any candidate who indicates military history on the personal history statement, proof shall consist of an official copy of their DD-214 long form or equivalent documentation of foreign military service, if available.

Common Oversights/Problems:

- Document submitted is not DD-214 long form.
- No documentation is offered for willful failure to register.

J

Dissolution of Marriage Check

– Commission Regulation 1959(e)(7)

- (A) *Every public safety dispatcher candidate who indicates one or more marriage dissolutions on the personal history statement shall have his/her court issued dissolution documents and legal separation decrees reviewed as an indication of personal integrity, financial responsibility, and other relevant aspects of candidate suitability.*
- (B) *Proof of the dissolution/separation of marriage check shall be documented by a copy of all final court-issued dissolution documents and legal separation decrees.*

Common Oversight/Problem:

- Failure to include entire court-issued final **dissolution** of marriage/domestic partnership, with an affixed court date/verification stamp, in the file.
- Only entry of judgment in file.

J

K

Employment History Checks

– Commission Regulation 1959(e)(5)

- (A) *Every public safety dispatcher candidate shall be the subject of employment history checks through contacts with all past and current employers over a period of at least ten years, as listed on the candidate's personal history statement.*
- (B) *Proof of the employment history check shall be documented by a written account of the information provided and source of that information for each place of employment contacted. All information requests shall be documented.*

Common Oversight/Problem:

- Insufficient number of employers contacted (regulations require **at least 10 years worth**).
- Contacts with employers not dated.
- No supporting documentation (e.g., questionnaires, employer comments) in the file.
- Using former evaluations in lieu of personal contact with employers.

L

Relatives/Personal References Checks

– Commission Regulation 1959(e)(6)

- (A) *Every public safety dispatcher candidate shall be the subject of reference checks through contacts and interviews with relatives, including former spouses, and personal references listed on the candidate's personal history statement. Additional references, provided by the initial contacts, shall also be contacted and interviewed to determine whether the applicant has exhibited behavior incompatible with the position sought. Agencies shall collect and review sufficient information to determine candidate suitability.*
- (B) *Proof of reference checks shall be documented by written information showing that relatives and personal references identified by the candidate were interviewed. Documentation shall include the identity of each individual contacted, the contact's relationship to the candidate, and an account of the information provided by the contact. All requests for information shall be documented.*

Common Oversight/Problem:

- Contact information not included in file.
- Contacts with references not dated.
- No supporting documentation (e.g., questionnaires, comments) in the file.
- No documentation of contact with secondary references or ex-spouses/domestic partners.

M

Neighborhood Checks

– Commission Regulation 1959(e)(8)

- (A) *Every public safety dispatcher candidate shall be the subject of contacts and interviews with current and, where practicable, previous neighbors to determine whether the candidate has exhibited behavior incompatible with the position sought.*
- (B) *Proof of neighborhood checks shall be documented by written information showing the identity of each neighbor contacted, the neighbor's relationship to the candidate, and an account of the information provided by the individual. All requests for information shall be documented.*

Common Oversights/Problems:

- Residential history included instead of actual contacts with current/former neighbors.
- No checks of **past** residences.
- Contacts with neighbors not dated.
- No supporting documentation (e.g., questionnaires, neighbor comments) in the file.

M

Neighborhood Checks

N

Medical Clearance

– Commission Regulations 1960

Medical Evaluation Reporting Requirements - 1960(e)

- (1) *A medical suitability declaration shall be submitted to the department that includes the following information:*
 - (A) *The physician's printed name, contact information and medical license number,*
 - (B) *The candidate's name,*
 - (C) *The date the evaluation was completed, and*
 - (D) *A statement, signed by the physician, affirming that the candidate was evaluated in accordance with Commission Regulation 1960. The statement shall include a determination of the candidate's medical suitability for performing as a public safety dispatcher.*
- (2) *The department shall maintain the medical suitability declaration in the candidate's background investigation file; the declaration shall be available to POST during compliance inspections.*

Common Oversights/Problems:

- Suitability declaration signed by medical assistant or nurse practitioner **rather than physician**.
- Confidential medical information in file.
- Evaluation completed **more than one year** prior to date of appointment.
- No documentation in file; merely a note that clearance letter is kept at HR.
- No medical license number or contact information for physician.
- Statement indicating the evaluation was conducted per Regulation 1960 not included on clearance.

N

Medical Clearance

Misc Other Documentation

Additional/miscellaneous items (e.g., waiver copies, detection of deception examinations, training records, and other items)

