

Background Screening Contact Referrals

Topic	Email	What Goes to this Mailbox
Abuse History	bgs.abuse.history@myflfamilies.com	Abuse History FSFN Letter requests
Adoptions	bgs.adoptions@myflfamilies.com	Adoption check related questions
Background Screening	bgs.backgroundscreening@myflfamilies.com	-Disposition, arrest records, and other documents requested from 30 day letters -Screenings that require criminal history review
Exemptions	bgs.exemptions@myflfamilies.com	Inquiries about disqualifying offenses or exemption related questions
Helpdesk	bgs.helpdesk@myflfamilies.com	-OCA Registration -Status update of an applicant's background screening
Out-of-State	bgs.outofstate.admin@myflfamilies.com	-Criminal history result from all states except Florida -Notarized Letters to refute Out-of-State residency
Placements	bgs.placements@myflfamilies.com	Placement check related questions
Technical Issues	bgs.technical.issues@myflfamilies.com	Technical issues related to the Clearinghouse including lockouts, difficulty viewing information