

# Frequently Asked Questions – Personal History Questionnaire (PHQ)

## What documents am I required to submit along with my PHQ?

- Supplemental Questionnaire
- Authorization to Release Information and Waiver
- Notice of Cybervetting Informed Consent
- Release Authorization Employment Information
- Informed Consent Release
- Advisement to Candidate Regarding False Statements
- Advisement to Candidate Regarding Credit Information
- Copy of Valid Driver's License
- Copy of Social Security Card
- Copy of Birth Certificate (No Abstract), Naturalization Documentation, or Passport Book (Original will be verified by the Investigator)
- Official High School Transcript or GED Test Scores
- Copy of High School Diploma or GED Certificate
- Official College Transcripts
- Copy of College Degree (if applicable)
- Copy of all Academy and Training Certificates (if applicable)
- Arrest reports (any involved in)
- Civil Court Records (Plaintiff or Defendant)
- Criminal Reports (if applicable)
- Family Court documents and/or Child Support documents (if applicable)
- Internal Affairs Investigations (if applicable)
- Evaluation/Probationary reports (if applicable)
- Divorce Dissolution (if applicable)
- Marriage Certificate (if applicable)
- Bankruptcy Records and Judgments (if applicable)
- All Military Records - DD214 Long form with separation code (if applicable)
- Proof of Selective Service Registration Letter (if applicable)
- Proof of Automobile Insurance
- W-2's (prior two years)
- Traffic accident reports (any involved in)
- POST Profile (if applicable)
- Military Duty Stations (if applicable)
- Official Military Personnel File (OMPF) (if applicable)
- Neighbor References Form
- Drug Use Form
- Tattoo Form
- Guardian Profile Picture (Passport Style Photo)

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## **What if my PHQ is not completed?**

The PHQ will be completed within your Guardian account. Some sections are mandatory, and the system will not let you move along without typing something in. If you do not know some information, try to obtain the information. Do not type in random information just to complete the section in order to move forward. If you truly don't have the information or cannot find it, type "Unknown" and/or select the appropriate box. If your PHQ is not accurate or complete, you will be subject to delay or possible disqualification.

## **Can someone else fill out my PHQ for me?**

No. It is your responsibility, and you are required to complete your own PHQ. You may seek help, from others, to obtain information that is required but you should be the one to type that information in your PHQ.

## **Do I have to obtain an email address for everyone I list in my PHQ?**

Yes, if the person listed has an email address it must be provided. If you do not have their email, contact them to obtain it. The Guardian system is all electronic and relies on email addresses to be efficient and complete backgrounds faster. Do not type in fake email addresses. The more inaccurate information you provide, the longer your background will take and/or will disqualify you from the selection process.

## **What information on the PHQ can exclude me from the process?**

Thoroughness and accuracy are required when completing the PHQ. Deliberate omissions of information and/or furnishing inaccurate information (less than truthful) on the PHQ may result in elimination from the selection process.

Examples of disqualifying information include a felony conviction, current firearm prohibition, currently on probation, or an active criminal warrant.

There could also be disqualifying factors that will be determined during the background investigation.

## **Do PHQ documents have to be originals, or can they be copies?**

Majority of the documents uploaded into Guardian can be copies with a few exceptions. Candidates must submit original documents reflecting their citizenship status (i.e. birth certificate, naturalization form, or U.S. Passport). This will be required to submit once your file is assigned to an Investigator. The original will be verified and then returned to you.

Transcripts must also be certified originals and remain sealed from the school; or electronically sent directly from an online transcript company i.e. Parchment or the school to the Hiring Coordinator and/or Investigator. Transcripts will not be returned.

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## **What if I have not received my transcript?**

Missing transcripts may delay the background investigation process.

The preferred method are electronic transcripts. They will be accepted if they are sent directly from an online transcript company i.e. Parchment or emailed from the school and/or district directly to the recipient (i.e. hiring coordinator, background investigator) collecting the documents.

If your school is not offered through an online transcript company, it is important that you contact your high school and/or college registrar right away. It can take the registrar 24 to 48 hours to process the transcripts, and sometimes several weeks to arrive by mail. It is important that candidates request these documents as early as possible. Transcripts are a required document, and they must be certified and sealed if mailed.

## **Are my PHQ documents returned if I fail the background investigation?**

All documents will be stored in your Guardian account. Any originals will have been returned to you prior to the completion of your background.