Washington State Department of Social and Health Services

Transforming Lives

# THE BCCU BUZZ
## BCS quarterly news & updates

## The Background Check Central Unit (BCCU)

Office hours 8 a.m.- 4:30 p.m., Monday through Friday (except holidays)

- **Email** – bccuinquiry@dshs.wa.gov
  Please allow 1-2 business days for a response.
- **Phone** – 360-902-0299
  Phone support is available 9-11 a.m. Monday through Friday (there are exceptions depending on availability)
- **Website & Newsletter Archive** –
  https://www.dshs.wa.gov/ffa/background-check-central-unit
  Our website contains a lot of helpful information for customers including FAQs
  and Turnaround Times.

### INSIDE THIS ISSUE

**1**   Adding Additional Roles in BCS

**2**   Fingerprinting Tips & Updates

**3**   Business Changes

**4**   Archive Tips

**5**   Criminal History Q&A

Step into spring and take a peek at our April newsletter.

To receive the newsletter, please join our Listserv. Information on our Listserv and how to join can be found here.

Our Applicant Guide covers instructions on completing the background check authorization form, scheduling a fingerprint appointment, and getting results by email. It is available in Spanish.

## How to Add an Additional Role

A User will only have the permissions that are assigned to a role. For example, if you have a User that has been set up as an Account Submitter, they will only be able to submit background checks, NOT view results. If they need to be able to view results, you will need to add an additional role as an Account User.

1. Click **Admin Tools** menu.
2. Click **Users.**
   a. User page displays.

| ⇕User Name | ⇕First Name | ⇕Last Name | ⇕Role | ⇕Auth Type | ⇕Created Date | ⇕Last Login | Status | Primary |
|---|---|---|---|---|---|---|---|---|
| sally.sample@gmail.com | Sally | Sample | Account User | External User | 3/7/2023 | 3/27/2023 | Enabled | |
| eexample@outlook.com | Elle | Example | Account Administrator | External User | 3/7/2023 | 3/27/2023 | Enabled | ⦿ |
| jeant@yahoo.com | Jean | Test | Account Submitter | External User | 3/7/2023 | 3/15/2023 | Enabled | |

3. Click the Username of the User you wish to edit.
   a. User's Profile displays.
4. Click **Add New User Role** under **Entity Roles.**
   a. Fields auto populate with Administration, Division, Inquiry Type, and Entity.
5. Select **Role** based on the level of access you would like user to have. (Account Administrator, User or Submitter). See Guide for user descriptions.
6. Select **Save.** The User will now have 2 active roles.

| ⇕User Name | ⇕First Name | ⇕Last Name | ⇕Role | ⇕Auth Type | ⇕Created Date | ⇕Last Login | Status | Primary |
|---|---|---|---|---|---|---|---|---|
| sally.sample@gmail.com | Sally | Sample | Account User | External User | 3/7/2023 | 4/13/2023 | Enabled | |
| eexample@outlook.com | Elle | Example | Account Administrator | External User | 3/7/2023 | 4/13/2023 | Enabled | ⦿ |
| jeant@yahoo.com | Jean | Test | Account User | External User | 4/13/2023 | 3/15/2023 | Enabled | |
| jeant@yahoo.com | Jean | Test | Account Submitter | External User | 3/7/2023 | 3/15/2023 | Enabled | |

**IdentoGO**

**Washington**

**Fingerprinting Tips**

**Why does fingerprint quality matter?**

If the WSP or FBI determines the prints are not the best quality, prints will be rejected and applicants will have to be fingerprinted again which can increase the time it takes to complete a background check.

The WSP will reject fingerprints until they determine the fingerprints are the best quality. Once the WSP accepts the fingerprints, they will send them to the FBI for processing. The FBI will then determine whether the fingerprints are the best quality and may reject a maximum of 2 times and then a national name and date of birth check may be processed.

## Common Causes of Low-Quality Fingerprints

The following are some circumstances that can increase the chance of fingerprints being rejected:
- Frequently washing/disinfecting hands or having dry hands
- Moist hands
- Activities that require use of the fingertips such as weightlifting, rock climbing, gardening, or playing guitar
- Frequent or regular handling of paper or typing
- Exposures to chemicals, such as bleach, chlorine, acetone, antibacterial products
- Age:  Skin becomes smoother, and ridges become harder to capture with age
- Ethnicity:  Some ethnic groups have naturally fine/smooth skin

## Tips for Applicants for Improving Fingerprint Quality
- Wear kitchen gloves when in contact with water that has dish soap, cleaning products, or especially bleach.
- Avoid prolonged hand submersion in water or swimming in chlorinated pool, etc.
- Use good gloves for any yardwork to protect from dirt, concrete, brick, etc. as they dry and damage skin.
- Avoid alcohol-based hand sanitizing agents.
- Apply lotion multiple times per day, particularly after washing/drying hands. Same day is ok, but not within a couple of hours of appointment time.
- If hands are excessively dry, use some sort of heavy-duty moisturizer before bed and put some inexpensive gloves or mittens on to keep product on skin overnight. (Depending on skin tolerance levels- use petroleum jelly, Bag Balm, Aquaphor type products. Simple olive oil or coconut oil work if there are allergy issues.
- Stay hydrated with plenty of fluids- especially in the 24 hours leading up to appointment.  Make sure hands are clean prior to appointment.
- If applicant has excessively moist fingers, wiping them with alcohol can help.

## How Much of a Difference Can Following These Tips Make?

The images below show the difference that regular use of lotion and reducing activity can have on fingerprints over time.
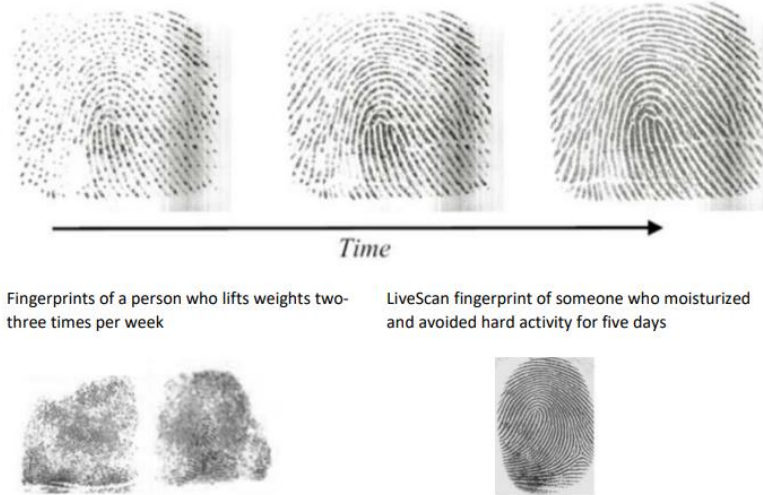


Time

Fingerprints of a person who lifts weights two-three times per week
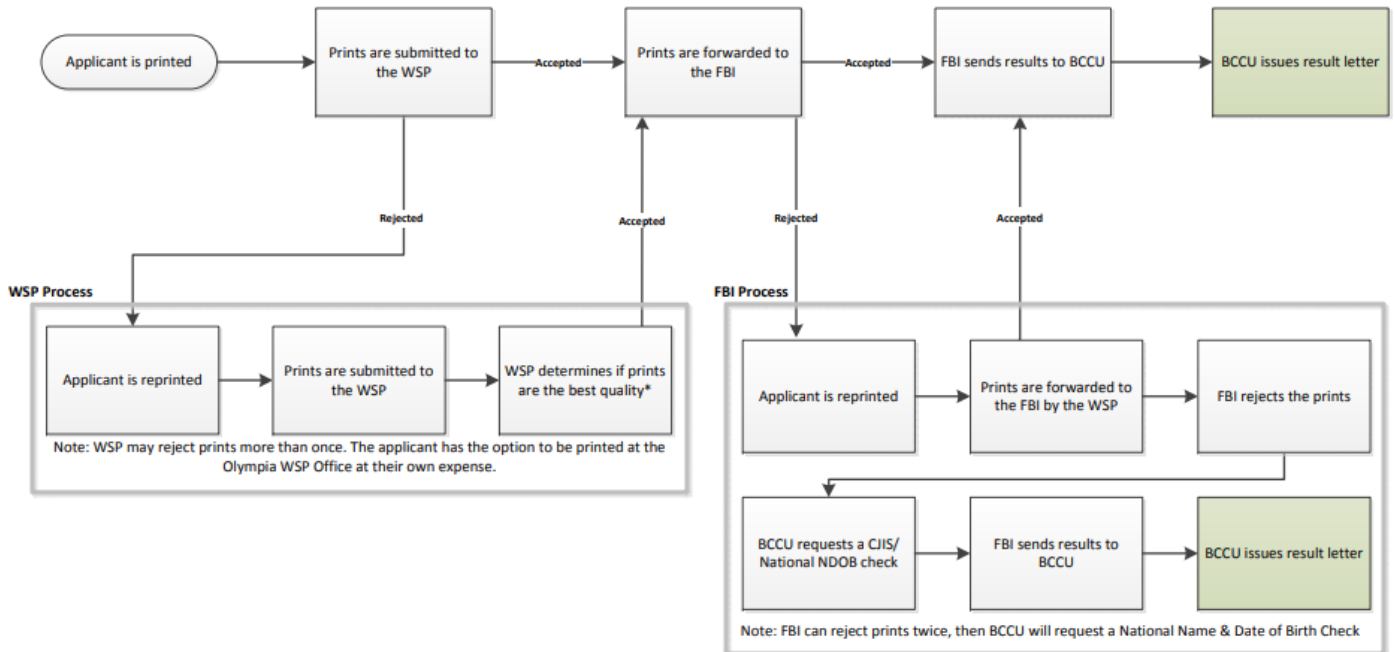
LiveScan fingerprint of someone who moisturized and avoided hard activity for five days

**Note:** Most applicants following these tips will have significantly improved fingerprint quality. There is a very small percentage of people for whom even the best care and planning will not produce acceptable prints. Please reach out to BCCU to explore options.



# WSP and FBI Fingerprint Results Process

Washington State Patrol (WSP) and Federal Bureau of Investigation (FBI)

The Fingerprint Results Process pertains to applicants that are required to have fingerprint based background checks

**View Process Flow:**

# N E W
# L O O K



IdentoGO Center (5700018)
524 W Meeker St
Kent, Washington State 98032-5766

## IdentoGO

| | |
|---|---|
| Date: | 03/30/2023@10:17 AM |
| Customer: | |
| OCA | |
| REGID | |
| TCN | |
| UE ID: | |

**Services**
WA - DSHS RCW 74.15.030,      $10.75
43.20A.710, 43.43.837 &
74.39A.056

| | |
|---|---|
| SubTotal: | $10.75 |
| **Total:** | **$10.75** |

**Payment**
Web Coupon:      $10.75
244231F5J55138B32

**Amount Paid:**      **$10.75**

With IdentoGO's/ Idemia's transition to the Universal Enrollment Platform (UEP), the receipt that is given to applicants when they are fingerprinted has a new look.

*The receipt now includes the OCA or Inquiry ID number.

*The payment made by Web Coupon indicates the payment has been charged back to the corresponding DSHS program. Applicants are not required to make out-of-pocket payments.

*Contact BCCU if an applicant indicates they made a payment.

We understand some of our applicants have experienced difficulty when scheduling a fingerprint appointment online or when calling the IdentoGO/IDEMIA customer service. If you or an applicant are experiencing issues, we want to hear from you.  Please email us at bccuinquiry@dshs.wa.gov so we may assist and research the problem with the vendor. Please be sure to include the applicant name, the Inquiry ID/OCA and a brief description of the issue.

Some applicants have reported being turned away from their fingerprint appointment for the following reasons:

1.  Applicant appointment cannot be found in the system
2.  Applicant has a missing or different middle name or an incorrect or missing suffix

Applicants should never be turned away for middle name errors or an incorrect or missing suffix.  If an applicant is turned away from a fingerprint appointment, please contact our office so we can investigate with the vendor.  Please include the applicant name, inquiry ID/OCA, a copy of the receipt and the reason they were given for being turned away.



**Fingerprint Based Background Checks**

Please do not submit a name and date of birth request AND a fingerprint request.  You will have an opportunity to decide if you want to continue the fingerprint based background check after the interim result (WA State Name and Date of Birth) is available to review in BCS, or if you want to withdraw the inquiry.

Just a reminder...

# Making a change?

Change of ownership
Change of location
Change of business structure
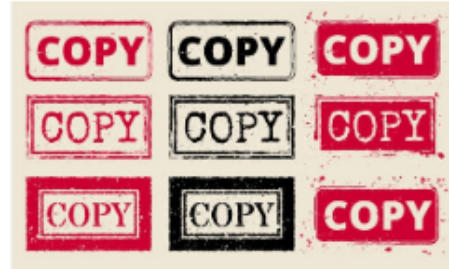
## How license changes affect your DSHS background check account

When you go through a license change, your old background check account closes and a new one is opened under the new license. You will lose access to the closed account and all background checks submitted under that account.

If there were pending fingerprint checks, you will want to start those background checks again under the new license/BCS account. Once the new account is open, the Primary Account Administrator will be responsible for adding any additional users.

## Getting copies of background check results on closed accounts

- For any finished fingerprint checks, you can ask the applicant for a copy. If the applicant doesn't have a copy, they can request one from our office using the "Applicant Request for a Copy of Background Check Information Form" (DSHS 27-110). The form can be found on our website.

- To request a copy of a finished fingerprint background check result on a closed account, please ensure that you were the Primary Account Administrator (PAA) on the closed account and are the current PAA on the new account. You will also need to have access to the email address on file.

- Send the request to bccuinquiry@dshs.wa.gov and provide the full name of the applicant and their date of birth.

## To Archive or not to Archive

Using the archiving feature is at an Entity's discretion although having a lot of results may slow down BCS. You may choose to archive background checks to remove them from standard searches on the entity homepage. Background checks in any status may be archived. An archived background check can only be found when you click the Archived box on Search Applications.

☑ Not Submitted  ☑ In Progress  ☑ Archived

☑ Finished  ☑ Needs Action  ☑ Expired

**Date Created From**
MM/DD/YYYY

**Date Created To**
MM/DD/YYYY

# Archive Tips

- Archived background checks are removed from archive if BCCU performs an action to update the status. For example, if you archive a background check in Pending status, the archive will be removed when BCCU completes the background check.

- Archiving a background check does not remove or delete the background check. BCCU retains "No Record" results for 10 years after completion and results with records of negative actions for 20 years.

- Once a background check has been archived, the Archive button changes to Remove from Archive. Click the Remove from Archive button to remove the archive indicator.

- Find instructions on archiving in our BCS User Guide.

Criminal History Q&A
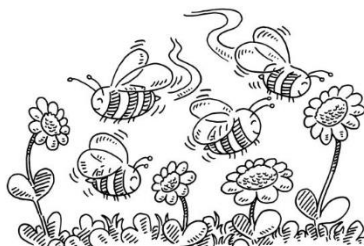
## How does an applicant correct an error on their background check?

•BCCU does <u>NOT</u> have the ability to correct any errors that have been reported from our sources. The contact information for the reporting agency can be found on page two of the results. For example, if there is an incorrect charge on the WSP Rap Sheet, the applicant will need to contact the WSP directly.

•If any personal data was entered incorrectly on the Background Check Authorization form, the applicant will need to fill out a new form with the correct information and forward that confirmation code to the hiring entity.

•If a self-disclosure question was answered incorrectly, an Applicant Affidavit form can be completed to correct the error. Submitting another background check does not correct the error. More information can be found at <u>Applicant Resources | DSHS (wa.gov)</u>.

•If the entity manually entered the applicant's background check and marked YES to a question by mistake when it should have been NO, the requesting entity will need to submit the background check authorization form to <u>bccuinquiry@dshs.wa.gov</u> that was used at the time showing that the question was marked as NO to make the correction.

## What does an applicant do if working with the reporting agency has been unsuccessful?

Please have the applicant contact BCCU for additional assistance.  Each reporting agency has its own separate process on how to get information corrected. If unsuccessful working with that agency, BCCU will review and evaluate what we can do further on our end for the background check. In some cases, an applicant can provide an affidavit explaining they have reached out to the reporting agency and have been unable to obtain information. They can attach any emails or documents from the reporting agency indicating they cannot assist or provide further info. Our Legal team will take this into consideration.

# What if an applicant's conviction or crime is from a long time ago and they can't remember details?

It is recommended that applicants refer to charging papers, court documents, or other official documents and they list criminal convictions, pending charges, dates, and other information exactly as they are listed in those documents. The applicant can contact the court and if the court does not have any information, they can try the reporting law enforcement agency to see if they can get a copy of the report which may help recall the incident.

It's important to understand self-disclosures become a part of the applicant's background check history and are stored in the DSHS database. Self-disclosures are reported as part of the background check result like any other background check history we receive so it's important answers to self-disclosure answers are accurate and consistent. If applicants list information differently than what is reported by the other reporting sources such as WSP, AOC & the FBI, it may look like they have multiple charges/convictions.

## Additional Information Needed

When you receive a notification in the Background Check System that additional information is needed, please let the applicant know that they will be receiving a packet from us that details the information we need. This is NOT a disqualification notice. We need additional information to complete the check. The applicant will need to receive and review the packet before contacting BCCU with questions or submitting any additional documents.

### Additional Information Needed From Applicant

You requested a background check for the applicant listed above. The Background Check Central Unit (BCCU) cannot complete the background check without additional information from the applicant. BCCU mailed the applicant a request for additional information on the date identified above and will complete the background check when the information is received and reviewed by our office.
**Based on your Program rules, the applicant may not be allowed to have unsupervised access to children or vulnerable individuals until the background check is complete and the results are reviewed by your office.**

Due to confidentiality reasons, BCCU will only provide specific details of the additional information request to the applicant. If you want to help the applicant complete the request for additional information or if you have questions about the information we need, you should contact the applicant directly. If the applicant does not receive the request for additional information packet after seven calendar days, the applicant should contact BCCU by phone 360-902-0299 or email bccuinquiry@dshs.wa.gov. If leaving a voicemail or email, the applicant must include the inquiry ID/OCA number listed on this notification, full name, and telephone number with area code

**Please note:** If you requested a fingerprint based background check, the applicant will not be able to schedule a fingerprint appointment until you receive the updated result notification. If you are no longer interested in hiring or contracting this applicant, it is your responsibility to notify the applicant.

# How can we improve our [website](#)?



## Yes, it's a survey but we need your help! 😊

[Take our survey](#)

We are always looking for ways to improve and provide helpful information to our users and applicants.  We have developed a short 3 minute survey and would love to hear from you.  It will help ensure our website is user friendly.



## BCCU Employee Spotlight

**Name:** Dung Hoang
**Position:** Processing & Records Supervisor
**Length of Employment:** 8 Years

**Favorite Part of Job:** The people I work with.

**Hobbies:** Eating, Gaming, and being Super Dad

## What does Equity, Diversity, Access, Inclusion, and Belonging mean to you?

"EDAI means my kids can be free to love whom they want, without fear. It means we respect each other's opinions and experiences. It means we learn from each other. It means a voice at the table, no matter if we are an Office Chief or an Office Assistant. It means a work environment that we can share experiences and feel acceptance."

"EDAI means everyone having the same basic human rights no matter who they are, where they come from, how much money they have, who they love all the while respecting individuals' beliefs, cultural, heritage, and personal being."

"Equity, diversity, access, inclusion, and belonging means active engagement with all our stakeholders on topics/issues that are not easy to discuss, to set goals and implement strategies. To practice these strategies and be willing to acknowledge what works and what does not."

DSHS is on a journey of pivoting towards becoming a Proactive Equity, Antiracism, Access, and Belonging Organization. Are you interested in identifying and promoting methods and best practices that advance and support fairness, justice, and a transformative work culture? Are you interested in joining others that are committed to learning together, advancing organizational goals, and fostering a culture of belonging?

If so, the Facilities, Finance, and Analytics Administration (FFAA) Equity, Diversity, Access, Inclusion, and Belonging (EDAIB) Communities of Practice (CoP) workgroup is recruiting additional members to join these efforts. If you are interested in joining, please contact the FFAA EDAI Administrator, Angel Pele, at angel.pele@dshs.wa.gov for more information.

# May's Cultural Calendar

May 2023

## May Observances:

ALS Awareness Month
Haitian Heritage Month
Indian Heritage Month
Jewish-American Heritage Month
Mental Health Awareness Month
National Asian American and South Pacific Islander Heritage Month
Older Americans Month
South Asian American Heritage Month

## Important DEI Calendar Dates:

**May 5** – Cinco de Mayo: Mexican-American holiday that celebrates Mexico's defeat of the French Army

**May 17** – International Day Against Homophobia, Transphobia and Biphobia

**May 19** – Malcolm X's Birthday: well-known Muslim minister and civil rights activist, who was assassinated in 1965

**May 21** – World Day for Cultural Diversity for Dialogue and Development

**May 22** – Victoria Day (Canada)

**May 23** – Declaration of the Bab (Baha'i)

**May 26** – Buddha's Birthday: celebrates the Buddha, who founded one of the world's most practiced faiths

**May 29** – Ascension of Baha'u'llah (Baha'i)

**May 29** – Memorial Day