# THE BCCU BUZZ
## BCS quarterly news & updates

**October 2022**

## The Background Check Central Unit (BCCU)

Office hours 8 a.m.- 4:30 p.m., Monday - 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

## Welcome to Autumn!

Welcome to October's BCCU Buzz. To receive our quarterly newsletter, please join our Listserv. Our newsletter launched in January of this year. You can read past editions on our website.

## What's New?

Check out our new Background Check Applicant Guide included at the end of the newsletter. This tri-fold brochure is a great resource to provide to applicants to guide them through the background check process. It is available in a Spanish version.

# New Video Tutorial

BCCU has created a step-by-step video tutorial to assist applicants in completing the online Background Check Authorization form.  This video walks applicants through completing each section of the form and addresses frequently asked questions and common mistakes.  The video can be found on our website and at the link below:
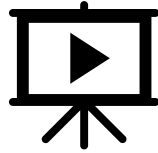
https://youtu.be/p_iwKi0fpMg

## 🐝 Fingerprint Vendor Buzz

### UEP is Coming

Pilot starting in October at Fife site. This will improve the applicant experience while being fingerprinted. Important to note as sites are added to the pilot, they will have to be closed for 2-3 days for testing, training and installation. Benefits include:

- Improved reliability and scalability, minimizing downtime
- Enrollment times average under 5 minutes
- Enhanced fingerprint quality capture, resulting in fewer reprints (less rejects)
- Standardized workflow to improve efficiency

**Washington State Partner Program Overview**

LET'S BEGIN

### Expanding Site Locations

Idemia is continuing to conduct outreach and search for permanent partners in the following areas:

- Aberdeen
- Bellevue
- Brewster
- Dayton
- Goldendale
- Lakewood (Tacoma)
- Long Beach
- Marysville
- Morton/Randle
- Republic
- Ritzville
- Seattle
- Sunnyside

The goal is to reduce from 50-30 mile radius and have all remaining sites in place by the end of the year. To learn more about becoming a partner, click on the following LINK.

# Primary Account Administrator (PAA) Checklist

- Review Entity Admin User Guide
  - Add/close user accounts
  - Monitor user accounts
- Ensure each user as their own unique individual account
  - Submit and receive background check results
  - Check status of background check results
  - Point of contact for BCCU

- The DSHS BCS Access Request form is for **external** contracted/authorized service providers to request a new Primary Account Administrator (PAA), remove PAA access, or update a PAA's email address in BCS. The PAA requesting access will need to complete the form and have it signed by the new PAA's manager/administrator/supervisor and return to BCCU for approval.
- The section below regarding Criminal Justice Information (CHRI) only needs to be completed if the PAA will have access to FBI information.

### FBI Requirement - CJIS (Criminal Justice Information System) Security Awareness Training

Individuals with access or potential access to Criminal History Record Information (CHRI) as it pertains to fingerprint-based background checks completed by the Background Check Central Unit (BCCU) must complete and pass the CJIS Security Awareness training as required by the FBI. Based on FBI requirements, new individuals with access to CHRI must take and pass the training within six (6) months of hire and retake the training / test every two (2) years thereafter. If you have access to CHRI and have not taken CJIS Security Awareness training, please speak with your program contact.

- A PAA can move the Primary to another Account Administrator. It is recommended that before a PAA leaves an entity, they assign that role to another Account Administrator.

Are you a new Background Check System user or do you need a refresher?  Check out our upcoming trainings on the training page of our website.

## What Crimes are Disqualifying?

Certain criminal convictions, pending charges, and negative actions automatically disqualify a person from having unsupervised access to vulnerable adults, juveniles, and children, or access to federal tax information.  Review the lists at the link below:

https://www.dshs.wa.gov/ffa/disqualifying-list-crimes-and-negative-actions

If you have questions about which list applies to your background checks, contact the appropriate DSHS oversight program.  For DSHS employee background checks, contact the Human Resources Division (HRD).

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## Applicant Type

The applicant type provides a description of the reason for submitting a background check.  This is not used or seen by BCCU when processing background check requests.

# What does a Background Check Include?

- *A NDOB background check includes a search of the Administrative Office of Courts, Washington State Patrol, Department of Health, Department of Corrections, and the Department's founded findings of abuse/neglect of a child or vulnerable adult, and the applicant's self-disclosure.*
- *Fingerprint based background checks search the same databases as NDOB checks, as well as the FBI, the national sex offender registry, and state police records in Alaska, Idaho, Montana, Nevada, Oregon, Utah, and Wyoming.*
- *You do not need to submit a name and date of birth request and then a fingerprint request. You will have the opportunity to decide if you want to continue the fingerprint-based background check after the interim or NDOB result.*
- *Only a fingerprint-based background check will allow an applicant to schedule a fingerprint appointment with Idemia/Identogo.*

# BCS Developers Corner

As with our last update, the primary focus of BCS development work has been on Administrative Office of the Courts (AOC) EDR refinement. This new data source went live this summer, and since then we've been engaged in the ongoing process of improving how the data is filtered and presented. Specific issues with AOC EDR addressed in recent BCS development:

- Domestic violence flag not yes when DV crime
- Actor Id not showing properly
- Charges from Linked Persons missing
- Improve logic for omitted results

In addition to that, we've incorporated a few other BCS process improvements and bug fixes into our recent work:

- Email Imaging Service authentication updated for secure email boxes used for BCS communications
- User roles for DOH Entity Accounts are now inactivated when the associated DOH Entity is closed through the nightly feed
- Putting a POI Match on hold may now be canceled by clicking the Cancel button

Finally, our development team in the Technology Services Division is down two senior developer positions. The team leaders are actively recruiting for job candidates now, and we hope to be back up to full team strength soon.

# BCCU Employee Spotlight



**Name:** Angie Stubblefield aka "Stubbs"
**Position:** Management Analyst 3
**Length of Employment:** 10 years

**Favorite Part of Job:** My favorite part of my job here with BCCU are the people I work with. They are the most Amazing group of people and I consider them my Family. I am also very honored to be a part of BCCU and the work we all do to help those who care for the most vulnerable population her in the State of Washington. I have learned so much in this job and I continue to learn on a daily basis. This job is constantly changing and evolving to provide the best service possible. I look forward to what the future holds and all the possibilities to learn and grow moving forward with BCCU.

**Hobbies:** I enjoy Gardening, Baking, Cooking, Reading, Long Walks, Crafting, Fishing, exploring new places with my husband. I am hoping to start camping in the future as I grew up camping as a child and it is one of my fondest memories. I have two grown Sons who are my pride and joy and I treasure every moment I can spend with them and their Spouses and my Grand Fur babies. They are truly my greatest gifts.

## Getting Your Results by Email

- On the Background Check Authorization form, enter an email address where result notifications may be received, and check the box indicating approval for receiving emailed results.

- If allowed by the DSHS program, once the background check has been completed, you will receive an email from the Background Check System with a secure link for result letter retrieval. Please note that the result link will expire in three days if not accessed.

- Your results link email will be sent from do_not_reply_bcs@dshs.wa.gov and will have the subject line "DO NOT REPLY - IMPORTANT Background Check Information." If you don't see it in your inbox, check your junk or spam folder. Please note that the result link will expire in three days if not accessed.

- You must access this email using GOOGLE CHROME (Internet Explorer, Firefox, Edge, and other internet browsers do not work to view this information). This email and link may also need to be viewed using a laptop or desktop computer as not all mobile devices are equipped to view this type of secure message.

- Click on the result link in the email. The secure portal web page will open; enter your date of birth. You have 5 attempts to enter the correct date of birth.

- The correct date of birth must be entered in a very specific format: MM/DD/YYYY.

- Once the result letter is retrieved, you can then save it on your device, and then close the page.

- You can retrieve/download the result letter as many times as needed by clicking on the link in the original notification email and entering the DOB on the portal page.

- If you receive a "token expired" message, please contact BCCU at bccuinquiry@dshs.wa.gov or call 360-902-0299.

## BCCU Contact Information

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*Washington State*
**Department of Social & Health Services**

*Transforming lives*

DSHS 22-1896 (9/22)

# Background Check Applicant Guide

- Instructions for completing the online Background Check Authorization Form

- Scheduling a Fingerprint Appointment

- Getting your results by email

*Washington State*
**Department of Social & Health Services**

*Transforming lives*

Background Check Central Unit

# Before You Start

- If you have criminal history, locate any charging or court papers to assist you in answering questions that require crime dates and official crime names.

- Have at least 15 minutes to complete the form. You cannot save an incomplete form and return later.

- Filling out the Background Check Authorization Form **DOES NOT** initiate a background check. In order for your background check to be processed, you must provide the confirmation code and your date of birth to the person or entity requesting the background check.
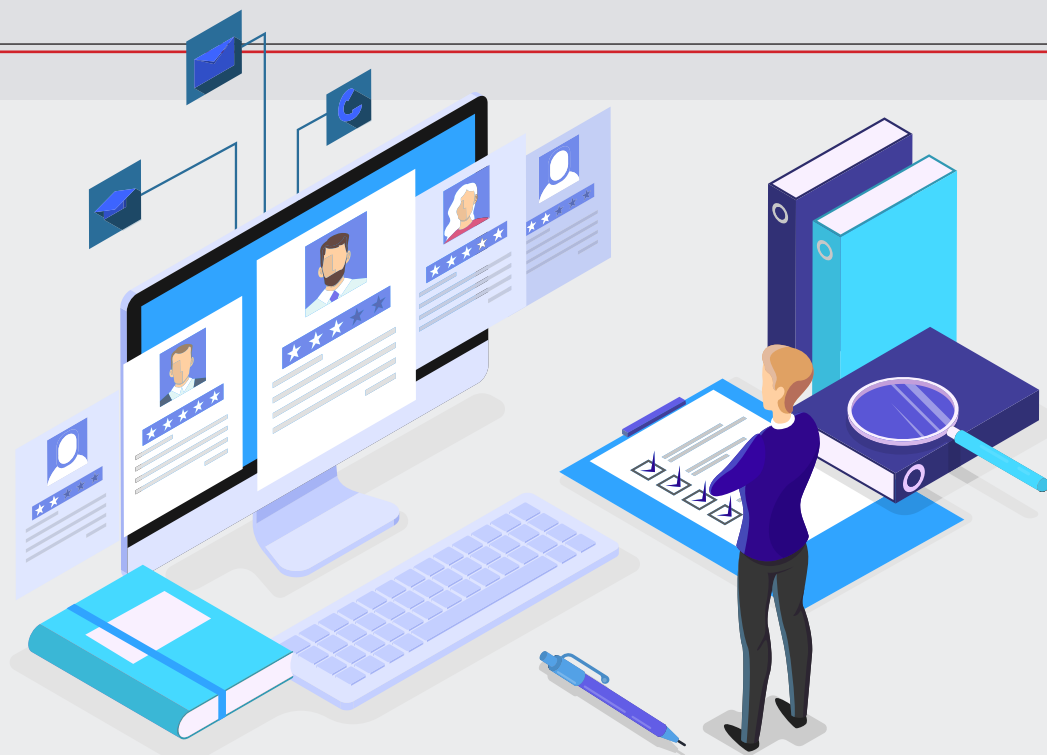
## Background Check Online Authorization Form User Guide

- Using the GOOGLE CHROME browser on a Windows computer, fill out the Background Check Authorization form at https://fortress.wa.gov/dshs/bcs/.

  ▶ View our step-by step video tutorial at https://youtu.be/p_iwKi0fpMg

- Write down the confirmation code you receive at the end of the form on the line below so that you don't lose it. The code is a saved version of your form, and it can't be retrieved if you lose it.

Confirmation Code Example: **WES3A7C22B**

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |

Confirmation Code Number

- Contact hiring entity and provide them with your confirmation code and your date of birth. They will need both pieces of information to run your background check through the system.

- The hiring entity will submit your background check. If they need you to be fingerprinted as part of this process, they will provide a Fingerprint Appointment Form. You won't be able to schedule your fingerprint appointment until they reach out to you and provide you with that information.

## Scheduling Fingerprint Appointment

Contact the hiring entity to verify if you need to be fingerprinted. BCCU does not schedule fingerprint appointments. Once you receive the Fingerprint Appointment Form, contact the state's fingerprint vendor, IDEMIA:

- 1-877-771-5097
- https://wa.ibtfingerprint.com

You will need the following to schedule an appointment:

- Fingerprint Appointment Form
- Date of Birth
- Applicant Inquiry ID/OCA number found on the Interim Fingerprint Check Notification and Fingerprint Appointment Form

Please refer to IDEMIA's website for a location near you.

https://www.l1enrollment.com/locations/?st=wa