

DVR Background Check Instructions

Updated March 2020

1. Creating Contractor BCS Account

As part of the intake process for any DVR contract involving the direct provision of services to DVR customers, contractors must have a Background Check System (BCS) account for conducting DVR background checks. DVR will not sign a contract for client services until that account is in place.

- a. Contractor submits information required for a BCS account using a form provided by DVR. This is required even if contractor has an existing account number.
- b. DVR requests that the DSHS Background Check Central Unit (BCCU) creates an account number for the contractor in the BCS and assigns a Primary Account Administrator (PAA).

2. Using Contractor BCS Account

Once a contractor has a BCS account for DVR background checks, the contractor may request background checks on all employees, interns, or volunteers who may have unsupervised access to DVR customers.

- a. Contractor obtains authorization from employee, intern, or volunteer using the Background Check Authorization form, [DSHS 09-653](#), or using a confirmation number from the [online authorization form](#). The form is available in multiple languages on the [DSHS website](#).
- b. Contractor requests the background check and waits for the result from BCCU.
- c. Once a result is received, contractor takes the appropriate action based on the result:
 - (1) Any personnel who received a result of **“Disqualify”** shall not have Unsupervised Access to individuals served under a DVR contract.
 - (2) Any personnel who received a result of **“Review Required”** must have a completed Character, Competence, and Suitability Assessment, [DSHS 03-506](#), in their file, indicating whether they are approved to have Unsupervised Access.
 - (3) Any personnel who received a result of **“No Record”** are allowed to have Unsupervised Access.

3. Contractor Responsibilities

It is the Contractor's responsibility to ensure that the following requirements are met:

- a. For information on how to use the BCS, read the BCS User Guides for [User](#) and [Administrator](#) functions.

- b. DVR Background checks must be completed before the Contractor's personnel perform services that may provide them with Unsupervised Access to DVR customers.
- c. Contractor's personnel must have a DVR background check every two years.
- d. Contractor must retain background check records as required under the contract – DVR monitors contractors for background check compliance and may request these records at any time.
- e. Contractor must run DVR background checks under their DVR provider account number – this is only an issue if the contractor runs background checks for other DSHS programs, such as DDA. Consequently, any personnel with DDA background checks must also have DVR background checks.
- f. Contractor must notify DVR when the PAA changes using the BCS Access Request form, [DSHS 17-253](#).
- g. It is the PAA's responsibility to add additional users to the account, if needed. Refer to the Administrator guide linked above.