



THE BCCU BUZZ

BCS quarterly news & updates

April 2024

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](#).



Good things come in spring packages.
Welcome to April's edition of **The BCCU Buzz**.

To receive the newsletter, please join our Listserv. Information on our Listserv and how to join can be found [here](#).

March 2024 Statistics

BACKGROUND CHECKS:

26,235 Incoming Background Checks

- ▶ 12,181 – Name and Date of Birth (NDOB)
- ▶ 14,054 – Fingerprint (FP)



1,115 less background checks submitted than the previous month



7,440 more background checks Fiscal Year to Date (FYTD)
(224,147 FYTD 3/2023 compared to 231,587 FYTD 3/2024)

On average, more than **80%** of background checks go through the Background Check System Quick Return process with little or no BCCU staff intervention giving requesting entities background check results same day.

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Click [here](#) to explore our **Background Check Applicant Guide** which contains information on:

- **Completing the online Background Check Authorization Form**
- **Scheduling a fingerprint appointment**
- **Getting results by email**
- **Available in [Spanish](#)**



When applicants receive the email link to access their background check information, certain parameters are needed so that access is granted:

- **This email and link may need to be viewed using a laptop or desktop computer because not all mobile devices are equipped to view this type of secure message.**
- **Applicants must access this email using GOOGLE CHROME (Internet Explorer, Firefox, Edge, and other internet browsers do not work to view this information).**
- **Applicants only 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**
- **If results are not downloaded within three days, BCCU will attempt to mail information to the mailing address provided on the Background Check Authorization form.**

If any of the above parameters are not met, the access link will expire (a “token expired” message), and unfortunately, our system is not currently set up to be able to resend that link.



Interim Fingerprint Check Notification

The interim is not the final fingerprint result.

The Interim Fingerprint Check Notification is a preliminary notification in the Fingerprint-based background check process. The Interim Fingerprint Check Notification is provided once a Washington State Name and Date of Birth Check is completed prior to the applicant being fingerprinted. Based on the Interim Fingerprint Check Notification results, take the appropriate action:

Results	
Interim FP	No Record
<u>Interim FP Decision</u>	
After reviewing the Interim Fingerprint result, do you want to continue with the fingerprint check?	
<input checked="" type="radio"/>	Yes, continue with the fingerprint check.
<input type="radio"/>	No, I do not want to continue with fingerprinting.

Selecting "Yes" will generate the Fingerprint Appointment Form Packet. The applicant will not be able to schedule a fingerprint appointment until you select "Yes."

Type of Background Check

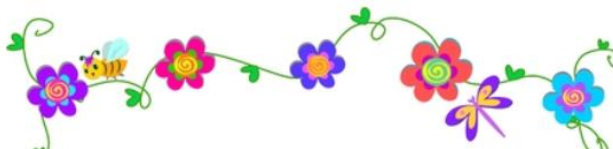
- Name and Date of Birth
- Fingerprint (includes WA State Name & Date of Birth AND Fingerprint Check)

If your facility requires a fingerprint-based background check for an applicant, request a fingerprint-based background check when you initially submit the applicant's background check in BCS. If you select Name and Date of Birth, the applicant will not be able to be fingerprinted.

How do you correct a data entry error on the background check authorization form?



- 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 information was manually entered in incorrectly based off a paper form, you will need to resubmit the background check with the correct information.
- 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 [Applicant Resources | DSHS \(wa.gov\)](#).



How do I remove users from my account?

All entities must have a Primary Account Administrator (PAA) identified before they can access BCS, submit applications, or retrieve background check results from BCCU. The PAA is responsible for updating users in BCS. Users are not deleted from the system, but PAAs can disable access to an account by following the steps below. These steps are also outlined in our [BCS Entity Admin User Guide](#). Are you a PAA looking for additional training? Sign up for our PAA workshop [here](#).

1. Search and open the user's profile.
2. Find the role you wish to update.
3. Click the link for **Active** or **Inactive**.
 - a. Message: Are you sure you want to change this user's status...?
 - b. Click Cancel Message disappears, and user's role doesn't change.
 - c. Click **OK** User's status is changed to **Inactive**.
 - **Inactive** = Account Access Disabled
 - **Active** = Account Access Enabled
 - d. The User is no longer an active user on this account. If User Profile has access to other accounts, you will have to change the status for each active account you would like to update.

Need a Copy?



The [Applicant Request for a Copy of Background Check Information Form](#) is to be used by the applicant to request a copy of their background check information OR to request a copy of their Additional Information Needed packet. Applicants **MUST** attach a copy of their valid government issued picture identification to form.

Tips for Success:

- To process an applicant's request, BCCU staff must be able to read applicant's name, DOB, and expiration date on attached photo ID.
- If applicant selects the first box in section B ("A specific background check for the following") an Inquiry ID/OCA number or the name of the entity must be provided.
- If applicants select both email and mail BCCU will MAIL the results.



Spread the buzz about BCCU's [YouTube channel](#).

Applicants can find video tutorials on:

- Completing the Background Check Authorization Form
 - Completing an Additional Information Request

Things to Remember



Confirmation Codes

Confirmation codes are generated and provided to an applicant after they have completed the online background check authorization form. BCCU does not have access to confirmation codes. These codes are kept on a secure server and cannot be used to look-up applicant information. A confirmation code (and DOB) is the only way a hiring entity can retrieve the completed background check authorization form in BCS and submit the information to BCCU for processing.

Inquiry ID or OCA Number

Inquiry ID and OCA number are the same thing. It is a unique number assigned to the background check inquiry and can be found on a background check result letter, fingerprint appointment form, or provided by the hiring entity. BCCU does not give out this number and applicants should have this number available when calling for assistance with their background check.

Social Security Number

While providing a SSN helps BCCU match an applicant's name and date of birth to existing records in the database and may speed up the completion of the background check, it is not a required field on the background check authorization form.

Employee Spotlight

Name: Melissa Fortier

Position: Training and Quality Assurance Lead

Length of Employment: 8 Years

Favorite Part of Job: So many things, working with a great team, working with each section of our unit, teaching new things to staff, and watching them learn and grow. Also, knowing what a vital role we play for Washington's vulnerable adults and children.

Hobbies: Going to the beach when I can and hanging out with my cat.



Important May Diversity, Equity, and Inclusion Dates:

- ✓ May 5 – Cinco de Mayo
- ✓ May 5 – Yom Hashoah (Jewish)
- ✓ May 12 – Mother's Day
- ✓ May 17 – International Day Against Homophobia, Transphobia and Biphobia
- ✓ May 19 – Malcolm X Day (USA)
- ✓ May 20 – Victoria Day (Canada)
- ✓ May 20 – International Human Resources Day
- ✓ May 21 – World Day for Cultural Diversity for Dialogue and Development
- ✓ May 23 – Declaration of the Bab (Baha'i)
- ✓ May 26 – Arbor Day
- ✓ May 29 – Ascension of Baha'u'llah (Baha'i)
- ✓ May 27 – Memorial Day