December 17, 2015

ALTSA: ALF #2015-022
FINGERPRINT VENDOR TRANSMISSION CONCERNS

Dear Assisted Living Facility Administrator:

This letter is notification of potential fingerprint processing issues with the vendor MorphoTrust, and provides a temporary means for you to identify if it affects your applicants or employees.

MorphoTrust is having issues with fingerprints not uploading from their printing machines at the site of the server. This has resulted in applicants labeled as a "No Show", meaning the system identifies the applicant or employee as not making their appointment.

Until you request a status check on fingerprint results, it has not been known who has been impacted by this technical problem. MorphoTrust is working diligently to find the root cause of the problem. Facilities have a 120-day limit to complete their background checks and fingerprint checks. These time limits cannot be extended.

MorphoTrust is permitting facilities temporary access to their extranet website to check on the status of fingerprint results through **December 31, 2015** by submitting a request to bccuinquiry@dshs.wa.gov . The advantage to this access is that you will be able to see if the applicant's status is "No Show"; if you have the applicant's fingerprint receipt, this indicates a possible transmission issue.

The Background Check Central Unit (BCCU) has sent out a message via the Listserv (see enclosure) with detailed information about what you will see when you have access to the MorphoTrust site which includes screen shots to assist you in how to identify if a problem may exist. It outlines the steps to take when notifying BCCU of an identified problem.

A printed receipt of the fingerprinting by MorphoTrust does not constitute the completion of the fingerprint process. However, it does establish a timeline and completion of a step in the process to obtaining the final notification letter for the fingerprint results. The facility must have the final BCCU notification letter associated with the fingerprint, along with any required attachments before the fingerprint process is considered completed.

If you have additional questions regarding this information, please contact BCCUinquiry@dshs.wa.gov or (360) 902-0299.

Sincerely,

Candace Goehring, Director
Residential Care Services

"Transforming Lives"

Enclosure: BCCU Listserv Message

PROBLEM WITH FINGERPRINTS TRANSMITTING

Many of you are aware of an issue that our fingerprint vendor, MorphoTrust, is having with prints not uploading from their printing machines at the site to their server. This has resulted in applicants labeled as a "No Show", meaning the system identifies them as not making their appointment.

Unfortunately, until an applicant or the requesting entity asked about the status of the fingerprint check was it realized that the prints did not transmit. There have been instances where MophoTrust has been able to retrieve the prints from the printing machines and transmit them to their server when this happened. Because MorphoTrust cannot retrieve the prints once they have been deleted, we have requested that prints not be manually deleted from the machines. However, once the machines reach their holding capacity, the older prints are deleted to make room for the newest prints. When this occurs, the applicant has been asked to be reprinted as the original prints had been deleted.

MorphoTrust is working diligently to find the root cause of the problem. As an interim solution, MorphoTrust site technicians are pulling reports each morning from both the site's printing machine and the server. The technician then compares the two reports to verify that all of the prints are uploaded from the previous day. Please note that some programs have time limits on when a background check needs to be completed, these time limits cannot be extended, even if it is due to this issue.

WHAT YOU CAN DO?
Request Temporary Access to MorphoTrust's Extranet Website
Email BCCUInquiry@dshs.wa.gov and request to have a temporary access to the MorphoTrust Extranet Website through **December 31, 2015.** If you already use the Extranet site, you do not need to request temporary access. MorphoTrust's Extranet website provides information for an applicant's fingerprint appointment. Entities can request temporary access to MorphoTrust's Extranet website through **December 31, 2015**. Please see 1 and 2 for examples of what you may see on MorphoTrust's Extranet website:

1. If you use MorphoTrust's Extranet site and you see that the applicant's status is "No Show", but you have the applicant's fingerprint receipt this indicates a possible transmission issue. **Email** BCCUInquiry@dshs.wa.gov **as soon as possible with the applicant's name, OCA, and a copy of their receipt or the TCN number and we will research the issue.** Because fingerprints are deleted from sites as their printing machines reach capacity, the sooner we verify prints have been taken the more likely we can avoid any delays associated with the prints being deleted.

Name	Appointment Date	Date Scheduled	Date printed	Appt Location	OCA	TCN	Status	Date Cancelled	Reason Fingerprinted
DOE , JOHN	2015-10-12	2015-10-09		Vancouver	0000000		No Show		Division of Developmental Disabilities

2. If the status indicates "Printed" and the TCN is populated, there should not be any foreseeable issues with the transmission.

Name	Appointment Date	Date Scheduled	Date printed	Appt Location	OCA	TCN	Status	Date Cancelled	Reason Fingerprinted
DOE, JOHN	2015-10-12	2015-10-09		Vancouver	0000000	1234567891011121	Printed		Division of Developmental Disabilities

BACKGROUNDCHECKDSHS@LISTSERV.DSHS.WA.GOV