September 21, 2018

ALTSA: ESF #2018-011
BACKGROUND CHECK PROCESSING DELAYS

Dear Enhanced Services Provider:

Residential Care Services (RCS) and the Background Check Central Unit (BCCU) understands that the extended turnaround times are impacting your ability to provide services to vulnerable populations and comply with background rules and regulations.

We would like to announce the following updates from BCCU:

Temporary Expedited Background Check Processing
BCCU is providing temporary expedited background check processing that must meet at least one of the below criteria:
- Staffing crisis (inability to hire new staff critical to the operation of the AFH); **OR**
- For a renewal**,** the current background check will be expiring imminently and the new background check has been requested but not received, due to the delay in background check processing.

Please be respectful of BCCU staff time and limit your priority requests to only those that meet the above criteria. In order to avoid unnecessary expedited requests and additional delays, please refrain from sending any priority requests for background checks that do not meet the above criteria.

To request expedited background check processing, please contact BCCU by sending an email to BCCUInquiry@dshs.wa.gov. Please include the following information in your email:
1. Subject line of email – "Priority Request"
2. Name of the Applicant (last, first)
3. Inquiry ID (number located in BCS)
4. Reason for the expedited request

BCCU will review and expedite these requests as quickly as possible. However, please allow up to two (2) business days for handling/processing.

Reminders
- Please plan ahead and allow plenty of time for processing renewals. Do not wait until just before the expiration of a current background check before submitting a renewal request.
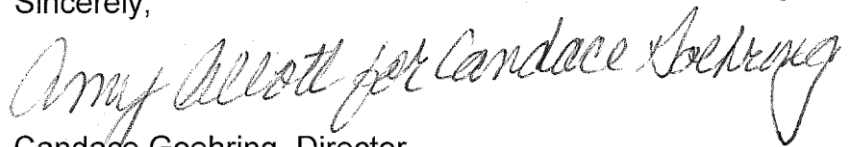
- Please, refrain from submitting duplicate requests in BCS. If you are unsure if your background check was successfully submitted to BCCU, please refer to the [Background Check System Entity User Guide](). You can log into the Background Check System (BCS) anytime to check the status.
- Please, limit calls/emails to BCCU to check the status of a background check. This will allow BCCU to focus on completing checks and reduce turnaround times.
- Background Checks will not come back in the order submitted. Some background checks may come back very quickly, sometimes within minutes. Other background checks requiring review of information, will take longer.
- To receive information regarding BCS and background check process updates, please join the [BCCU Listserv]() or visit the BCCU website at https://www.dshs.wa.gov/fsa/background-check-central-unit/background-check-central-unit

Thank you for your continued patience.

Sincerely,

Candace Goehring, Director
Residential Care Services

DSHS: "*Transforming Lives*"