



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

November 15, 2024

ALTSA: AFH #2024-045
ALTSA: ALF #2024-040
ALTSA: NH #2024-057
ALTSA: ESF #2024-037
ALTSA: CCRSS #2024-034
ALTSA: ICF/IID #2024-026

**PROCESSING OF BACKGROUND CHECKS WHILE WASHINGTON STATE ADMINISTRATIVE
OFFICE OF THE COURTS IS EXPERIENCING AN OUTAGE**

Dear Provider/Administrator/Superintendent:

As of Friday, November 1, 2024, the Washington State Administrative Office of the Courts (AOC) has been experiencing an outage, which has prevented Background Check Central Unit (BCCU) from accessing certain data they normally use to process background checks. Effective November 12, 2024, DSHS leadership has authorized BCCU to modify the background check system to allow BCCU to proceed with processing background checks without the data from AOC.

Following are instructions for completing background checks during this AOC outage:

- Providers can submit Name and Date of Birth and Fingerprint background checks, per the normal process.
- If the applicant is not disqualified with name and date of birth results, the applicant can proceed with scheduling their fingerprint background check per normal processes.
- If applicant receives a "Review Required" result letter, provider must complete per the usual process a Character, Competence, and Suitability (CC&S) Review.
- Providers should alert applicants that any and all employment offers are based on preliminary results received during this timeframe and are clearly and unequivocally made contingent on the outcome of the revised results. This includes background checks on contractors if the contractor is required to complete a background check. When the AOC outage is resolved, a second background check will be submitted, and their employment status could change depending on the results of the updated background check.

When the AOC outage is resolved:

- BCCU will retrieve any additional data that becomes available and review all preliminary results that were issued during the outage. If any applicant's results change, BCCU will issue an updated results letter in the Background Check System (BCS).
- Once all provisional checks have been rerun, BCCU will provide an update via their listserv.
- When BCCU has rerun the background check which includes AOC data, providers must check BCS dashboard to see if new results have come in for any of their applicants.
- To subscribed to BCCU's listserv follow the link below:
[LISTSERV 16.0 - Subscribe or Unsubscribe to the BACKGROUNDCHECKDSHS List](#)
- If an applicant has an updated "Review Required" results letter, provider will need to complete an updated CC&S review.
- If as a result of the updated information an applicant is disqualified, follow normal background check requirements.

ALTSA Provider Letter: **PROCESSING OF BACKGROUND CHECKS WHILE WASHINGTON STATE ADMINISTRATIVE OFFICE OF THE COURTS IS EXPERIENCING AN OUTAGE**

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To help expedite processing, please refrain from submitting duplicate background check requests, as this will further delay processing times. Please note that background check results will not come back in the order submitted. Some background checks may come back very quickly, sometimes within minutes. Background checks requiring a review of information or manual intervention will take longer.

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact:

Residential Care Services

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Home and Community Services

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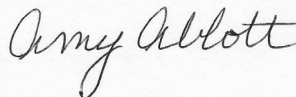
Developmental Disabilities Administration

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Sincerely,



Amy Abbott, Director
Residential Care Services

DSHS: *Partnering with People*"