



THE BCCU BUZZ

BCS quarterly news & updates

April 2022

The Background Check Central Unit (BCCU)

Office hours 8 a.m.- 4:30 p.m., Monday - 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** –
<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](#).

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Hello Spring!

Welcome to April's edition of The BCCU Buzz. To receive our quarterly newsletter, please join our [ListServ](#).



Where's the Buzz?

Did you miss January's newsletter? You can find past editions of The BCCU Buzz on our website. Click [here](#) to view the Newsletter Archive.



Background Check Terms

Account Number

Each DSHS program and entity are assigned an eight digit account number in the background check system.

OCA Number

The Originating Case Agency number or OCA is the same as the Inquiry ID number.

Inquiry ID Number

The unique number assigned to the background check inquiry (previously known as the OCA number). BCCU is unable to give out this number to applicants. This number is needed to schedule a fingerprint appointment and is found on the fingerprint appointment form.

Confirmation Code

After applicants complete the online Background Check Authorization form, they receive a confirmation code. This code is the only way the hiring entity can retrieve the completed form in BCS to submit the background check to BCCU. BCCU does not have access to confirmation codes.

Registration Key

This unique code is provided in the emailed BCS Registration Letter and is needed for external users to register for BCS access.

Registration keys are specific to each individual user and they cannot be shared or reused. They are only valid for seven days.

User Types

Internal Users access BCS through the state's Active Directory and have a state issued email address. **External Users** access BCS through SecureAccess Washington (SAW).

- Enabled users may access BCS with any active role.
- Disabled users may not access BCS regardless of their role status.
- Pending users may only access the BCS Registration page to enable their profile and activate their roles.



Attention Primary Account Administrators (PAA)

As a PAA you are responsible for the following in BCS:

- Adding/closing user accounts
- Monitoring user accounts
- Submitting and receiving background check results
- Checking the status of background check results

A PAA is designated for each background check account. There is only one PAA per account.

External PAA

Access BCS through SecureAccess Washington (SAW). Any BCS user who is not in the Active Directory and outside the state firewall will access BCS through logging into SAW before getting into BCS.

Adding Additional Users in BCS

The PAA is responsible for adding additional users. The instructions below provide the steps for external PAAs to add additional users to their BCS account.

1. Click on "Admin Tools", and then "Users."
2. Click on the button marked "Add User" in the lower right.
3. Type in the email address you would like the user to be listed under, then click "Find." If the email is new to the system, it will open a blank user profile.
4. Fill in at least the "First Name" and "Last Name" fields. When you are done, click "Save."

User Account Information

Username (Email)	Required
<input type="text" value="ssample@gmail.com"/>	
First Name	Required
<input type="text" value="Sally"/>	
Middle Name	
<input type="text"/>	
Last Name	Required
<input type="text" value="Sample"/>	
Job Title	
<input type="text"/>	
Phone	Fax
<input type="text" value="(999) 999-9999 or (999) 999-"/>	<input type="text" value="(999) 999-9999 or (999) 999-"/>

5. Scroll down to the "Entity Roles" section. It should be blank initially. Click "Add New."
6. Everything should be filled in automatically except the "Role" dropdown.
7. Choose the role you would like them to have. Then click "Save."
 - **Account Administrator:** Can submit background checks, see results, and add new users.
 - **Account User:** Can submit background checks and see results only.
 - **Account Submitter:** Can submit background checks only. Can't see results packets.
8. The user is now fully added. BCS will automatically send them a registration key via an automated email which they will be asked for the first time they access BCS through their new SAW account.

Entity Roles (0 Active) ****User Profile Status: Pending****

No Entity Roles found...

[Add New User Role](#)

Select Administration Required

Select Division Required

Select Inquiry Type Required

Role Required

External PAA Changes

1. Click Admin Tools menu.
2. Click Users.
3. The PAA may click the radio button in the Primary column for another Account Administrator to become the primary. Only the PAA can move the Primary to another Account Administrator.
4. If the PAA is no longer with an entity, a [DSHS Background Check System \(BCS\) Access Request form](#) needs to be completed. For the Authorizing Signature (if applicable) section, this section is only required for users that will have access to Criminal History Records information (CHRI), and will have access to view Federal Bureau of Investigation (FBI) rapsheets. User signatures on page two are required to be within 30 days of receipt of the form. Electronic signatures are allowed.



Internal PAA

Access BCS through the state's Active Directory and have a state issued email address.

Adding Additional Users in BCS

To add or delete internal users, please send the following information to BCCU at BCCUinquiry@dshs.wa.gov.

- BCS Account Number
- User name, email address, and contact number
- BCS User Role

Internal PAA Changes

Internal PAA updates are coordinated through the appropriate DSHS program contact.

THE ROAD TO SUCCESS

How to help applicants navigate the background check process



- Provide the applicant with the online Background Check Authorization Form link or the paper form. You can find our Online Background Check Authorization Form here: <https://fortress.wa.gov/dshs/bcs/>. You can find a printable version of our Background Check Authorization form here: <https://www.dshs.wa.gov/sites/default/files/forms/word/09-653.docx>
- Give them clear instructions on where to send their confirmation code or paper form, like a phone number or email address.
- Let them know when their background check has been submitted and that the check can take time to process.
 - Our turnaround times can be found here: <https://www.dshs.wa.gov/ffa/background-check-central-unit/turnaround-times>.
- Give them clear next steps for the hiring/approval process once their background check is complete.
- Let them know ahead of time if they will need to be fingerprinted and that you will reach out to them when the “Interim FP Check” is finished.
- Make the decision to continue with fingerprints in BCS and provide the pre-generated Print Appointment and Print Notification Forms so they can schedule their FP appointment.

Resuming Fingerprinting for Providers

Attention: HCS, AAA, and DDA staff

Emergency WAC Effective May 1, 2022



Providers requiring fingerprinting who began working between November 1, 2019, and April 30, 2022, have 120-days to obtain non-disqualifying fingerprint results from the Background Check Central Unit (BCCU). This means that providers must have non-disqualifying results dated no later than August 28, 2022. Providers requiring fingerprinting hired on or after May 1, 2022, will have 120-days from the date they begin providing care to get their fingerprint results from BCCU.

Action Needed

Please encourage all applicants who need a fingerprint check and who began providing care between November 1, 2019 and April 30, 2022 to take immediate action to obtain fingerprint results by August 28, 2022. In many instances an applicant may use their Inquiry ID/OCA number from their Interim Result Letter and will not have to complete a new background check authorization form. Individual Providers hired by the CDWA will need to submit a new background check authorization form. Applicants hired after May 1, 2022 will have 120-days to complete their fingerprint checks. See WAC chapter 388-06 below for specifics. Archive the background checks in “Pending Fingerprint” status for employees that are no longer employed.

NEW SECTION

WAC 388-06-0550 How does the state of emergency declared in response to the COVID-19 pandemic affect the provisional period for applicants, long-term care workers, and service providers? Notwithstanding WAC 388-06-0530, applicants, long-term care workers, and service providers who began providing care to vulnerable adults between November 1, 2019, and April 30, 2022, will have until August 28, 2022, to complete the fingerprint background check. Providers who begin providing care on or after May 1, 2022, are subject to the rules set forth in WAC 388-06-0525 and WAC 388-06-0530.

What does the status of a background check indicate?

Pending Additional Information

BCCU has requested the applicant provide additional information required to complete the background check. If it is a fingerprint background check, an applicant won't be able to proceed with fingerprints until the information is provided.

Pending Fingerprints

Applicant has not been fingerprinted yet.

Pending Reprint

The WSP or FBI rejected the fingerprints and BCCU is waiting on the applicant to be reprinted.

Interim FP Finished

An Interim or Name and Date of Birth result letter has been issued. The hiring entity is required to make a fingerprint check continue/withdraw decision in order to proceed with the fingerprint background check.

Withdrawn

Entity chose to withdraw the fingerprint request after the interim fingerprint result was received.



Did you know that approximately 80% of background checks go through a quick return and results are back within seconds? If the status is pending, BCCU staff need to do further research.



BCS Developers Corner

BCCU and TSD staff continue to work on improvements to the Background Check System (BCS), focusing on short, iterative sprint/development cycles with a version release on the fourth Tuesday of each month (this was moved from Monday release dates because of full team availability on Tuesdays vs. Mondays). There are quite a few tasks on the backlog of BCS work, but two current priorities are:

- Integration of the new Administrative Office of the Courts (AOC) data source. This has been a long process of refining the import of data from AOC, with many discussions and suggestions between BCCU and AOC staff. Progress continues to be made on ensuring background checks are done accurately, using the latest information from AOC.
- Process improvements suggested by BCCU staff to make their work in BCS more efficient – getting actual user input on system changes is a big focus for our Business Analyst and BCCU management right now.



BCCU Employee Spotlight

Name: Abby Evatt

Position: Forms and Records Analyst 2

Length of Employment: 2 years

Favorite Part of Job: Helping customers trouble shoot technical issues and having it finally work.

Hobbies: Hiking, traveling, and going to see musicals and ballets.