



# THE BCCU BUZZ

## BCS quarterly news & updates

January 2026



### 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](mailto: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. and 1-3 p.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](#).



As we welcome **2026**, we are looking forward to sharing updates and news that will support you in your work during this new year.

**Why background checks run through BCCU are the most comprehensive checks.**

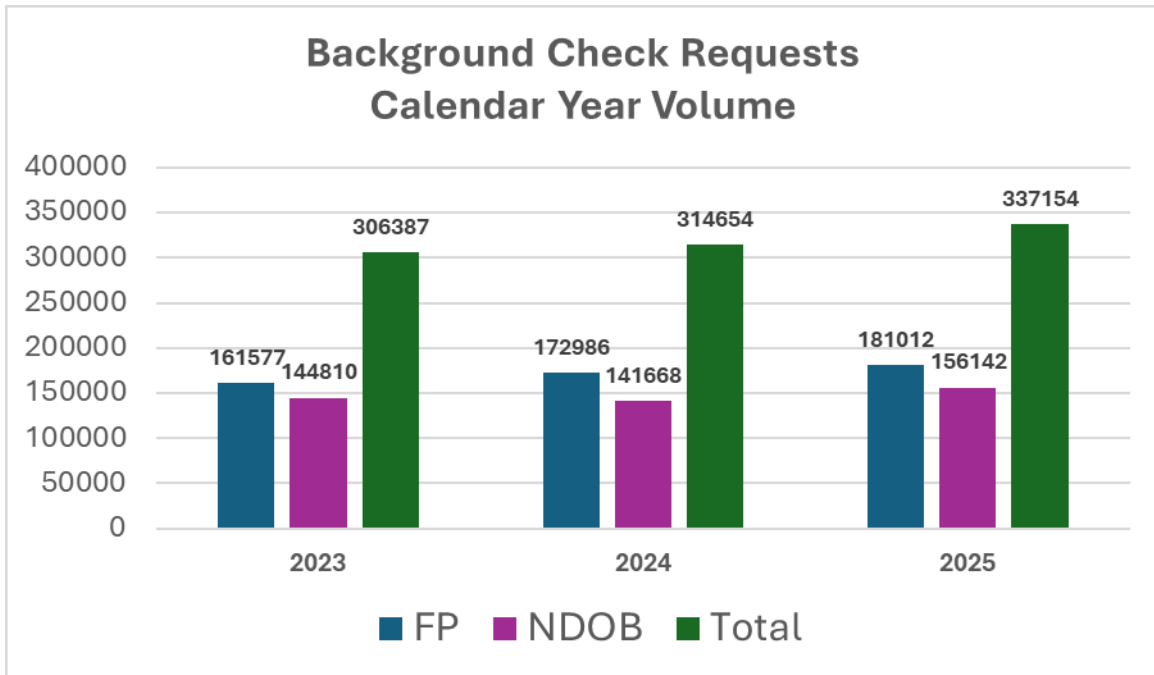
### The Sources we Search

Name and Date of Birth (NDOB)	Fingerprint (FP)
Washington State Patrol (WSP) WATCH	Everything searched on a NDOB +
Administrative Office of the Courts (AOC)	WSP Fingerprint Based Search
WA State APS, RCPP, CPS, DOH Findings	FBI Fingerprint Search
Applicant Self Disclosures	Western Identification Network (WIN) if applicable
Stored WSP, FBI, WIN Rapsheets if applicable	
DOC Felony Offender Reporting System if applicable	
AOC Judicial Information System if applicable	

### INSIDE THIS ISSUE

- 2025 Overview**
- Updating Contact Information**
- Usernames and Emails**
- Background Check Notifications**
- Fingerprint Checks**
- Confirmation Codes**

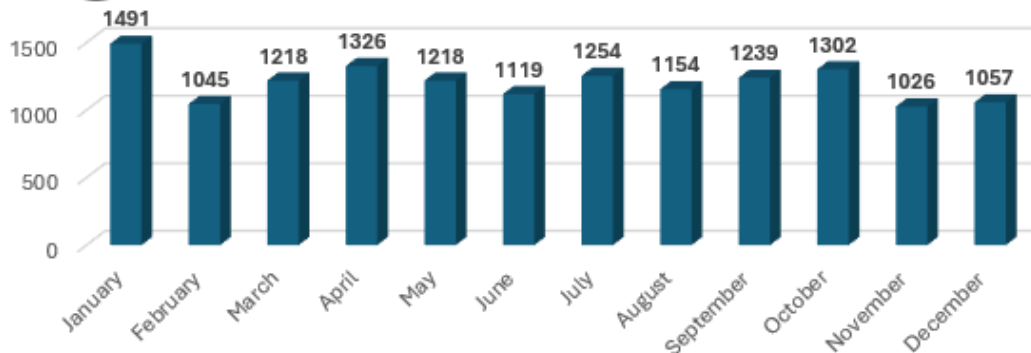
# Highlights by the Numbers



Documents Reviewed	2025 Requests
Affidavits	2765
Record Requests	6427



### 2025 Call Volume



# New year, new contact info?

## A New Year Check-In

As we begin a new year, we encourage everyone to take a moment to review their user account information in the background check system. Whether you have changed your email address, job title, or phone number, keeping your details current helps ensure you don't miss important updates and announcements.

Click on your user name in the right hand corner. Select "Profile." View your User Account Information and Notification Settings. If there are changes, update your Job Title and Phone Number and click "Save." If your Name or Email has changed contact the Primary Account Administrator (PAA). If you are the PAA and you need to update your name or email address, please complete a BCS Access Request form.

### [BCS Access Request Form](#)



Welcome, sally.sample@gmail.com

Account: 11004760

Name: BCCU Training



Welcome, sally.sample@gmail.com

Profile

Messages

Switch Account

Sign Out

#### User Account Information

User Auth Type	External User
Username (Email)	sally.sample@gmail.com
First Name	Sally
Last Name	Sample
Job Title	<input type="text" value="HR Consultant"/>
Phone	Fax
<input type="text" value="(360) 456-4532"/>	<input type="text" value="(999) 999-9999 or (999) 999-"/>

#### Notification Settings

- Do **NOT** send me email notifications.
- Send email alerts for **ALL** inquiries in my account(s) ready for review.
- Send **ONLY** email alerts for the inquiries I have submitted in my account(s).

User Created By	DSHS\gelinna, 12/11/2025 4:51:35 PM
Last Modified By	DSHS\warnedc, 1/21/2026 8:34:23 PM
First Login	1/7/2026
Last Login	1/21/2026

[Save](#) [Go Back](#)

# Primary Account Administrators

## Help Us Keep Your Account(s) Accurate

Take a moment to review and update the user list on your account(s) to ensure all information is current. This helps with accuracy, security, and timely communication.

- ✚ Verify role and required access level of your users
- ✚ Confirm user account information is correct
- ✚ Immediately inactivate any users that have left your organization or no longer need access to BCS
- ✚ Set a recurring calendar reminder for regular access and security audits

Our [Entity Admin User Guide](#) provides instructions on managing users and is linked in BCS for easy access.

↕User Name	↕First Name	↕Last Name	↕Role	↕Auth Type	↕Created Date	↕Last Login	Status	Primary
<a href="#">sally.sample@gmail.com</a>	Sally	Sample	Account Administrator	External User	1/5/2026	1/21/2026	Enabled	<input checked="" type="radio"/>
<a href="#">elle.example@outlook.com</a>	Elle	Example	Account User	External User	1/5/2026	1/7/2026	Enabled	<input type="radio"/>
<a href="#">tina.test@hotmail.com</a>	Tina	Test	Account Submitter	External User	1/5/2026		Enabled	<input type="radio"/>

- BCS Entity User Guide
- BCS Entity Admin User Guide**
- BCS Online Authorization Form Guide
- Instructions on Submitting Fingerprint Hard Cards to BCCU

## DSHS Oversight or Policy Contacts

If you are leaving your position or transitioning responsibilities, please provide BCCU with your replacement's contact information to ensure uninterrupted communication.

As part of our ongoing collaboration, we kindly ask that any management bulletins or Dear Provider/Administrator letters that include background check guidance or requirements, be shared with BCCU in advance.

Running this information by our unit helps ensure accuracy, consistency, and alignment across partners before communications are finalized. We greatly appreciate your partnership and continued coordination.



## Stay in the Loop- Sign Up for Alerts

We know how disruptive unexpected system issues can be especially when you are on a tight timeline. We encourage BCS users to sign up for our [Listserv](#).

### Why sign up?

- You will hear about the issues as soon as we do
  - No need to email, and/or call BCCU
- Messages are only sent when there's something important to share

You are important to us! 😊



## Why One Email Works Best

Your email address is your username in the Background Check System. Using different emails can create multiple users names, and that will cause you not to have access to all of your accounts under one profile.

**Not Ideal:** (Sally used 3 different emails for each of her facilities)

Email 1 ➡ [sally.sample@gmail.com](mailto:sally.sample@gmail.com)  
Email 2 ➡ [sally.sample@sunnysmilesafh.com](mailto:sally.sample@sunnysmilesafh.com)  
Email 2 ➡ [ssample@funsmilesalf.com](mailto:ssample@funsmilesalf.com)

⚠️ Sally has 3 separate usernames. Each facility has a separate log-in.

**Preferred:** (Sally used the same email for all of her facilities)

Email 1 ➡ [sally.sample@gmail.com](mailto:sally.sample@gmail.com)

✅ Sally has one username and access to all of her accounts under one log-in.



## What to Expect after BCCU Processes a Background Check

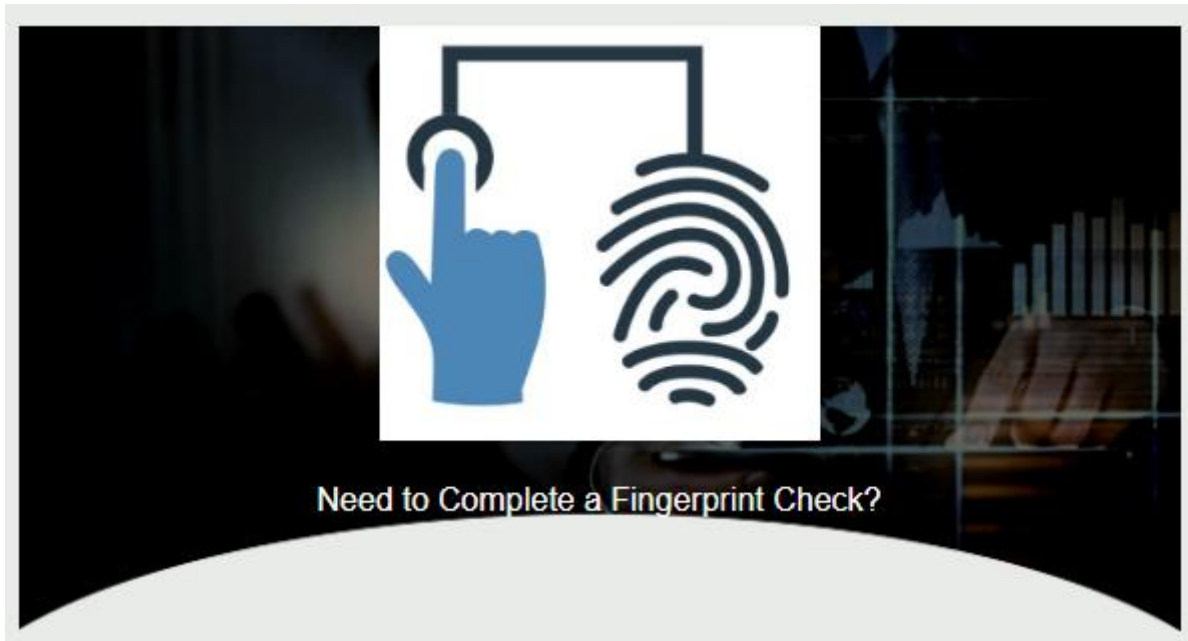
\* BCCU cannot send FBI records to non-governmental entities, so the applicant will need to share that information if applicable. Notifications are based on entity type and account setup and permissions.

### Background Checks that Need Further Action

Result Type	What Applicant Receives	What Hiring Entity Receives
Additional Information	An additional information packet highlighting the crime or negative action and the additional information and required documents needed to complete the check.	A notification in BCS that BCCU cannot complete the background check without additional information from the applicant.
Interim FP Finished	As this is not a complete background check, applicant does not receive anything.	Interim result letter in BCS which is equivalent to a NDOB check. Entity must choose to continue with fingerprints.

### Finished Background Checks

Result Type	What Applicant Receives	What Hiring Entity Receives
No Record	Since there is no criminal history to share, applicant does not receive anything.	Entity will see a one page "No Record" result letter in BCS. This is a complete result.
Disqualify	Applicant receives a fully copy of their background check report.	Entity will receive a "Disqualify" result letter in BCS.*
Review Required	Applicant receives a full copy of their report and notification that reported information requires a Character, Competence, and Suitability (CC&S) review.	Entity will receive a "Review Required" result letter in BCS with the applicant's background check records attached.*



The type of background check is requested at the time of submitting the information to BCCU for processing. Choose “Fingerprint” as the Type of Background Check. This will include a NDOB background check. You do not need to request two background checks. The fingerprint check starts with the NDOB check and then the hiring entity has the choice to continue with fingerprints after reviewing the interim NDOB result.

Review our [Entity User Guide](#) for detailed instructions.

Entity Information	
Entity Requesting Background Check:	<b>BCCU Training</b>
	<b>Developmental Disabilities Administration &gt; Developmental Disabilities &gt; Providers and Volunteers</b>
Entity Account Number	11004760

**Applicant Type** *Required*

**Type of Background Check**

Name and Date of Birth

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

**Is the fingerprint check for a contractor or a volunteer?** *Required*

No

Yes, a contractor

Yes, a volunteer

Application Information	
Applicant Name	Mickey Mouse
Applicant DOB	5/17/1974
Applicant Phone	(360) 902-7865
Applicant Email	mickey.mouse@gmail.com



# Spot the Background Check Confirmation Code

**WES3A7C22B**

- ✓ 10 digit alpha numeric code
- ✓ Starts with the first five characters of the applicant's last name
- ✓ If applicant's last name is less than 5 characters, system adds random characters
- ✓ Confirmation number will not include the following characters: "0oOiILL1" due to possible confusion

**Myth:** BCCU staff can retrieve confirmation codes.

**Reality:** Applicant applications are kept on a secure server and BCCU staff do not have access to these codes.



Christopher Pellett

## Employee Spotlight

**Position:** IT Developer

**Length of Employment:** 3 Years

**Favorite Part of Job:** My favorite part of programming in general is problem solving! I love puzzling out the cause of bugs, exploring existing architectures, and coming up with new solutions. But my favorite part of *this* job is the incredible team: my lead, Urbano; business analyst extraordinaire Alfred; and the dedicated folks in the BCCU, Julie, Jennifer, Dung, Deana, Amy, and Bridget.

**Hobbies:** reading; hiking with my wife, Cass (that's us at Rainier in the picture) and our dog, Maia; baking; and riding motorcycles.

