



THE BCCU BUZZ

BCS quarterly news & updates

July 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 & 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](#).



Hello Summer!

Welcome to July's edition of The BCCU Buzz. To receive our quarterly newsletter, please join our [Listserv](#). Our newsletter launched in January of this year. You can read past editions on our [website](#).

Let's Celebrate



BCCU was created in 2000 and has reached another big milestone. In May, BCCU surpassed 6 million background checks! We appreciate all our program and entity partners across the state.

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BCS Technical Support

FAQs

- An applicant advises that there is a mistake on their background check. How can they fix this?

If an applicant is trying to correct the personal data (not the self-disclosures) that they entered on their Online Background Check Authorization form, let them know that BCCU cannot correct the info that they entered and that they will need to fill out a new online form and forward the confirmation code and DOB to the hiring entity to submit a new background check.

If the applicant has incorrect criminal history or a mistaken self-disclosure, please have them contact BCCU for guidance. Applicants can find additional information on understanding, updating, and correcting their background check information at: <https://www.dshs.wa.gov/ffa/applicant-resources>.

- An applicant is homeless or has a foreign address. What should this applicant put in the mailing address/home address fields on the background check form?

If the applicant is homeless or has a foreign address, we advise that they put a trusted US address down on the form where they are okay receiving confidential information via mail.

- An applicant only speaks Spanish. Is there a Spanish form the applicant can use?

BCCU has a paper Background Check Authorization form in Spanish and other languages available on the form's webpage of our website, which can be found at <https://www.dshs.wa.gov/ffa/bccu-forms>.

The applicant can complete the Spanish form and provide it to the hiring entity to enter in BCS, if the entity allows the use of paper forms, or the applicant can use the paper form as a reference in completing the English online form.

- A background check is still pending. Does that mean that something is wrong?

A "Pending" status simply indicates that BCCU has received the inquiry and it is in the queue to be processed or the inquiry is actively being worked on by BCCU staff.

Archiving



You may archive background checks to remove them from standard searches on the entity homepage. Background checks in any status may be archived. Once a background check is archived, the status includes Archived before the original status.



Multiple Background Checks

1. Search for the inquiries that you want to archive.
2. Select the checkboxes that are located next to the User Name column in the working grid to archive multiple inquiries at once.
3. Click the Archive button.

Single Background Check

1. Select a background check from the search grid by clicking the hyperlink attached to the Last Name of the applicant.
2. The Archive button will display in the lower left corner if the background check is eligible to be archived.
3. Click the Archive button.

Housekeeping Reminder

Archive background checks in “Pending Fingerprint” status for employees that are no longer employed.



Fingerprint Vendor Buzz

DSHS has entered into a new 5-year contract with the current fingerprint vendor, IDEMIA/IdentoGO. Some of the new contract highlights include:

- Radius between the fingerprint sites reduced from 50 miles to 30 miles.
- Reduced fingerprinting costs to the agency.
- Applicant ability to schedule a re-print appointment using the OCA/Inquiry ID and date of birth (previously had to use the TCN):
 - This is now available to customers on the fingerprint appointment [scheduling site](#). BCCU will be updating the reject letter generated to the entity in the system to include this information in the near future.

NEW PERMANENT SITE LOCATIONS (MAY-JULY):

- **Seattle Delridge Way** – opened 5/18/22
- **Spokane E 3rd** – opened 5/19/22
- **Bellingham James St** – opened 6/2/22
- **Bremerton Park Ave** – opened 6/8/22
- **Forks S Forks Ave** – opened 6/9/22
- **Port Angeles E Front St** – opened 6/9/22
- **Sequim, WA-Center Park Way** – opened 7/20/22

EXPANDING SITE LOCATIONS

Establishing new site locations can be a long process for our vendor as they conduct outreach to local businesses. If the vendor is unable to locate an interested partner, they expand their search in those areas. IDEMIA is currently conducting outreach and searching for permanent partners in the below areas. Some of these areas have promising leads or potential partners identified.

- Aberdeen
- Bellevue
- Brewster
- Dayton
- Ellensburg
- Fircrest/Tacoma
- Goldendale
- Morton/Randle
- Republic
- Ritzville
- Sunnyside
- Vancouver

If you know of a business in one of the above areas that might be interested, you can refer them to our office, and we will pass along their information to IDEMIA.

COMING SOON

- Additional fingerprint scheduling information provided to customers in BCS including:
 - Applicant cancelations
 - Applicant no-shows
- **Coming late 2022/early 2023:** IDEMIA will roll out their Universal Enrollment Platform (UEP) solution software for Washington State which will improve the overall enrollment experience for applicants and decrease reject rates etc. This has been rolled out in other states and this is the same solution TSA uses in airports across the country. Stay tuned, more information to come!
- IDEMIA will be launching a new “Digital Agent Tool” for customers in the near future. This handy online tool provides customers another way to communicate with the vendor to ask questions and schedule fingerprint appointments offering quicker resolution for customers.



BCS Developers Corner

BCS development efforts the last two months have been devoted exclusively to implementation of the new Administrative Office of the Courts (AOC) Electronic Data Repository (EDR) data source, replacing the aging AOC “Datamart.” This has been a significant effort involving the entire development team and several BCCU supervisors who have diligently tested the results, comparing countless records to the AOC JABS online lookup tool. AOC has worked for quite a few years integrating information from courts statewide in this new data source. A new version of BCS was released on Tuesday, July 12, 2022, and includes the AOC EDR in place of the old Datamart.

Next up for BCS: Adding “state-issued ID” in text for driver’s license fields on the online Background Check Application Form; refine the rules for allowance of email address on the BAF; technical work on moving the BCS development environment to an updated cloud resource; and quite a few minor bug fixes. Check out the most recent BCS enhancements [here](#).

What is a Confirmation Code?

Confirmation Codes are ten-digit codes that confirm that an applicant completed an online background check authorization form. It DOES NOT submit the background check for processing. These codes are only valid for 90 days.

Hiring entities must retrieve the information from the background check authorization form by entering the applicant's date of birth and confirmation code into the background check system. Once retrieved, the hiring entity can review the information and submit it to BCCU for processing.

Example: Your confirmation number is **WES3A7C22B**.



Reminder for HCS, AAA, and DDA Staff:

Providers/Staff that require fingerprinting and currently have a "Pending Fingerprint" in BCS who began working between November 1, 2019 and April 30, 2022 must have non-disqualifying results by **August 28, 2022**.



Hiring Entity Checklist for Background Checks

- Using the Google Chrome browser on a Windows computer, have applicants fill out the Background Check Authorization form at: <https://fortress.wa.gov/dshs/bcs/>
- Instruct applicants to write down the confirmation code they receive at the end of the form. Advise them to print or save a copy of the completed background check form.
- Give applicant instructions on where to send the confirmation code and their date of birth. The applicant can also enter the hiring entity's email address at the end of the form, so the hiring entity receives a confirmation email.
- If applicants need help navigating the Background Check Authorization form, they can contact BCCU for assistance at 360-902-0299, Option 2 for Technical Support.

Applicant Type Reminder

BCCU recently had an audit with the WSP and the FBI. During a random review of fingerprint background checks, it came to light that some of our entity users are incorrectly selecting "Volunteer" in error. The fingerprint fee for volunteers is reduced so it's very important customers only select this when the individual is truly a volunteer. The BCCU team will continue to educate customers around the use of volunteer in BCS and will also be evaluating how we can modify BCS to assist and prevent this from happening in the future.



You can make a difference.

Our colleague, Stephen Ssemaala, at the Background Check Central Unit was diagnosed with Polycystic Kidney Disease a few years ago. Over time, his kidneys have gotten worse to the point where his treatment options are very limited. He can do dialysis for the rest of his life or get a kidney transplant.

A transplant would offer Stephen more freedom and the ability to live a longer, healthier, more normal life. A transplant would also give him more time to do the fun things he enjoys most, like spending time with his family, grand twins, and continue his work of helping the schools in the villages of Uganda. Dialysis can only do a fraction of what a healthy kidney can do for your body every day.

However, finding a kidney for a transplant is not easy. Just ask the 100,000+ people on the waiting list for a deceased donor kidney like him. Stephen is currently on the national deceased donor waiting list. The average wait time is five years or more for a kidney from a deceased donor. The only way to shorten the waiting time for Stephen is to get a transplant from a living donor.

There is no telling when Stephen will get that call from his transplant center that a kidney is available for him. So, while Stephen is waiting, let us help him search for a living donor.

You might not know a lot about living donation. Understandably, some people are afraid about the surgery and what living with one kidney will mean for them. Here's some basic information about kidney donation:

- You only need one kidney to live a healthy, long life.
- Most donor surgery is done laparoscopically, meaning through tiny incisions.
- The recuperation period is usually fairly quick, generally two weeks.
- The cost of your evaluation and surgery will be covered by Stephen's insurance.
- You will have a separate team of healthcare professionals to evaluate you as a living donor. Their job is to help you understand the risks and benefits and look out for YOUR best interests.

You can also learn more about living donation website: livingdonor@swedish.org.

Thank you for taking the time to read Stephen's story. Stephen's blood type is O+. If donating a kidney to him is something you would like to consider, contact Stephen's transplant center directly at www.SwedishLivingDonor.org. If you know anyone who can help, please share this.



Attn BCS Users: Want to receive email alerts? View your profile in BCS

1. Click **Welcome** in the upper right corner of BCS.



2. Select **Switch Account** to access the list of available accounts. If you have access to only one account, you will automatically be logged in and taken to the BCS home page.

3. Select **Profile** to review your User Account Information and your Notification Settings. Email Notifications will be sent to the email address on your profile.

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).

BCCU Employee Spotlight



Name: Deidra Woodward

Position: Forms and Records Analyst 3

Length of Employment: Joined BCCU in April of this year.

Favorite Part of Job: Every day is different and everyone is encouraging.

Hobbies: Arts and crafts, spending time with family, barbecuing, and enjoying time outdoors.