

# **BCCU Operations during COVID-19**

Updated 6/30/2020

In an effort to keep our staff healthy and safe and to allow us to continue to provide critical services to thousands of customers across Washington State, effective March 11, 2020, BCCU staff will work offsite full-time until further notice.

For the most part, we will be able to continue handling most background check services with limited disruption to our customers. We recognize how important these services are especially during this time. Unfortunately, there are a few services we have to suspend while we are out of the office.

We have developed this Frequently Asked Questions (FAQ) guide to provide further information about what you can expect during this time. This information will be updated as we continue to refine our telework processes and approach.

We value your commitment to service of Washington's most vulnerable people and appreciate your patience while we work through any issues to continue to provide timely and exceptional service to all customers across the State.

Sincerely,

The BCCU Team

## **Frequently Asked Questions (FAQ)**

### **Q: Which services are suspended while BCCU is temporarily working offsite?**

**1. Phones** - BCCU will not be able to answer phones. Staff are working with customers via email. Please email us at [bccuinquiry@dshs.wa.gov](mailto:bccuinquiry@dshs.wa.gov) and allow up to two (2) business days for response.

**2. Mail** - BCCU will temporarily suspend mailing background check information to applicants. This includes all background check results and any Additional Information Needed notices/packets. We will still email this information upon request. Applicants must complete the [Applicant Request for a Copy of Background Check Information Form \(DSHS 27-110\)](#).

**NOTE:** Hiring Entities are encouraged to provide applicants with background check results once they are received in the Background Check System (BCS). Please note, some hiring entities may also be working offsite and unable to mail information.

**UPDATE 6/1/2020** – Effective June 1, 2020, the Background Check Central Unit (BCCU) will begin mailing Additional Information Needed packets again to applicants who need to provide additional documents to BCCU in order for a final background check result to be given to the requesting entity. If applicants have not received their Additional Information Needed packet after one week of it posting to the Background Check System (BCS), please ask the applicant to complete an [Applicant Request for a Copy of Background Check Information Form \(DSHS 27-110\)](#).

#### **UPDATE 6/30/2020**

- Effective June 1, 2020, BCCU began mailing all disqualification results to applicants.
- Effective June 24, 2020, BCCU began mailing Records Requests to applicants (initiated by applicant completing the form [Applicant Request for a Copy of Background Check Information Form \(DSHS 27-110\)](#)).

#### **Q: When BCCU resumes normal business operations and staff return to the office, will they begin mailing applicant packets/results again?**

**Yes.** BCCU will resume normal business operations and begin automatically sending applicant results upon completion via mail using the mailing address the applicant provided upon completing the Background Check Authorization form.

NOTE: BCCU doesn't do this for all agencies. For example, if the check is processed through DCYF, please work with your contact there to receive a copy.

#### **Q: When BCCU resumes normal business operations and staff return to the office, will BCCU mail out all the applicant results that may not have been mailed during the suspended services timeframe?**

**We cannot commit to this at this time.** For now, we encourage applicants complete the [Applicant Request for a Copy of Background Check Information Form \(DSHS 27-110\)](#) if they wish to receive a copy of their results/background check information via email.

#### **Q: How long will services be suspended with BCCU working offsite?**

**We currently don't have a timeframe.** We are monitoring the situation and will keep our customers informed via the BCCU listserv (email), website updates (including this FAQ), BCS banners, etc. If you are not signed up for the BCCU listserv, please consider joining so you can stay up to date on current and future BCCU news. <https://www.dshs.wa.gov/ffa/background-check-central-unit/bccu-listserv-0>

#### **Q: What are the BCCU hours of operation during this time?**

**8:00 AM to 5:00 PM, Monday – Friday.** BCCU will maintain core business hours. You may see responses outside of this timeframe which means we have staff working alternate schedules and/or overtime to meet business needs.

If you email our office ([bccuinquiry@dshs.wa.gov](mailto:bccuinquiry@dshs.wa.gov)), please allow up to two business days for a response. However, we are hoping to provide a quicker response time due to the elimination of phone services.

**Q: Will there be a delay or increased turnaround times for background check results?**

**We don't expect significant delays to services provided by BCCU.** BCCU staff may experience some slowness in internet connections offsite. We do expect increased email volume and requests for records.

We will be monitoring this and will address as needed. Please regularly check our turnaround times posted on our main page daily <https://www.dshs.wa.gov/ffa/background-check-central-unit/turnaround-times>

**Q: Will BCCU still be able to receive and process hard fingerprint cards (not processed through the Fingerprint Vendor, Idemia)?**

**Yes.** BCCU will have designated staff going into the office for brief periods to handle incoming mailed hard cards. Those will be processed and mailed to the Washington State Patrol (WSP) following normal processes.

**Q: What should I do if the Fingerprint Vendor (Idemia) closes a site near me or becomes unavailable?**

**The Fingerprint Vendor will try to reschedule or offer other nearby site locations. You may also use local Police Departments/Sheriff's office if they are available and offer fingerprinting services (additional fees may apply).** For up to date information about Idemia and Fingerprint Site locations, please visit their website:

- **Available Locations** - <https://www.identogo.com/locations>
- **Schedule or change an appointment and other information** - <https://wa.ibtfingerprint.com/>

**Instructions on Submitting Fingerprint Hard Cards to BCCU -**

<https://www.dshs.wa.gov/sites/default/files/bccu/documents/BCS%20Training%20Materials/Instructions%20on%20Submitting%20Fingerprint%20Hard%20Cards%20to%20BCCU.pdf>

**Q: What if I have an emergency and need a background check processed ASAP?**

**We are still accommodating Priority Processing.** Please continue to submit Priority Requests as needed following the instructions on our website. In an effort to continue to meet critical needs and prioritize requests, we ask that you use your best judgment and only use this process if it meets our priority request criteria. <https://www.dshs.wa.gov/ffa/background-check-central-unit/bccu-priority-requests>