



THE BCCU BUZZ

BCS quarterly news & updates

January 2022

The Background Check Central Unit (BCCU)

Office hours 8AM-4:30PM, Monday through 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 AM 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](#).



Welcome to the first edition of The BCCU Buzz, a quarterly newsletter for BCS users. Inside you will find information about the latest BCS updates as well as helpful tips for our users.

To receive the newsletter, please join our Listserv. Information on our Listserv and how to join can be found [here](#).



New Feature Alert

Check out the latest BCS updates.

[Read more](#)

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BCCU Applicant Affidavit



What is an affidavit and when is it needed

An [affidavit](#) is a sworn statement that is documented in writing. An Applicant Affidavit Form is needed when BCCU cannot complete a background check and specific details relating to an applicant's criminal history are unclear. There are times the actual court documents are also required. This could include:

- Unclear crimes or negative actions reported through Background Check Data Sources.
- Applicant self-disclosure errors on the Background Check Authorization Form.

An affidavit cannot be used to correct or change anything being reported by the Courts, WSP, FBI, etc. If the applicant feels any of these agencies are reporting incorrect information, they will need to work with that agency.

How BCS users know when additional information is needed

The status in BCS is "Pending Additional Information."

How applicants know when additional information is needed

BCCU sends an Additional Information Packet by email or by mail if we do not have an email address provided on the Background Check Authorization Form. These packets include an affidavit and details on the information we need to complete the background check. BCCU cannot take information by phone, email, or statement/letter. Only applicant affidavits and court documents may be used for this information.

How to get a copy of an Additional Information Packet

If an applicant did not receive their packet within one week of notification in BCS of additional information needed, the applicant should contact BCCU. The packet can be remailed within 90 days of being created if the address matches what we have on file. If not, an applicant can submit the following [form](#) to BCCU to request a copy.

When a new background check should be submitted

If a background check has been withdrawn or it has been 6 months since the background check was completed, BCCU cannot make any updates to the background check. The hiring entity will need to enter a new background check.

Please ask BCCU

If an applicant has questions on the Additional Information Packet, please have them contact BCCU at 360-902-7538 or BCCUprocessing@dshs.wa.gov. They will need to have a copy of their background check information readily available when they call.

What Kind of BCS User Am I?

Internal User	External User
<ul style="list-style-type: none"> • DSHS State Employees • DDA State Employees • AL TSA State Employees • State Oversight Program Employees <p>Use the Internal BCS Link: https://bcs.dshs.wa.gov</p>	<ul style="list-style-type: none"> • AFH, ALF, Nursing Home Users • Regional County Employees • Medicaid Contracted HCA Users • Private Home Care Agency Users • DDA Contracted Entity Users <p>Use the External BCS Link: https://secureaccess.wa.gov/dshs/bcs</p>

Internal User – State employee accessing BCS within the state fire wall. BCS handles most internal account updates. To add internal users, the Primary Account Administrator can send the following information to bccuinquiry@dshs.wa.gov:

- BCS Account Number
- First and Last Name
- DSHS Email Address
- Entity Role (Submitter, User, or Administrator)

External User – Secure Access Washington (SAW) user accessing BCS outside the state firewall and does not have a state issued email address (@dshs.wa.gov). For instructions on how to log into BCS using SAW, please refer to the user guide [Log into BCS Using SecureAccess Washington \(SAW\)](#). The Primary Account Administrator is responsible for adding and deleting users.

External Users

Who Do I Call For Help?

SecureAccess Washington (SAW)	Background Check Central Unit (BCCU)
<ul style="list-style-type: none"> • Multi-Factor Authentication (MFA) • Forgot Username and/or Password • Trouble Logging In to the SAW Site • Updating Your Recovery Info • Errors Messages Outside of the Background Check System (BCS) <p>Call the SAW Helpline at 360-407-8631</p>	<ul style="list-style-type: none"> • Submitting Background Checks • Retrieving Background Results • New Registration Keys • Entity Account Assistance • Error Messages Within the Background Check System (BCS) <p>Call BCCU at 360-902-0299 Option 2 for Tech Support</p>

BCS User Roles

Account Administrators may manage any user assigned to their entity. They can submit and retrieve background check results. There can only be one Primary Account Administrator who is the point of contact for BCCU.



Account Submitters can enter Background Check Authorization forms and submit to BCCU. They may not view the results of background checks.

Account Users can enter and submit background checks and retrieve background check results.

Background Check Results



While entities view results in BCS, applicants only receive results if there is reported Criminal History Record Information (CHRI) and the entity that is requesting the background check is within a program that has authorized BCCU to do so. If BCCU is authorized to automatically send information, the applicants will receive their packet of information to the email or mailing address that was provided on their Background Check Authorization form (BAF).

Please note that **No Record** and **Interim Fingerprint Result** letters are not automatically sent to the applicant as **No Record** indicates there is no CHRI reported by our data sources and the **Interim Fingerprint Result** isn't a completed background check result letter. BCCU staff will only send completed WA State N/DOB and Final Fingerprint Background Check result letters. BCCU will also send requests for additional information packets to the applicant if clarification is needed prior to issuing their background check results letter. If the applicant needs a copy of their information but didn't receive it, they can contact our office to request a full copy of their background check utilizing our [Applicant Request for Background Check Information form](#).



Bee Prepared For Fingerprints

IdentoGO has [locations](#) throughout Washington state. All locations are open. Join our [Listserv](#) to get the most up to date site availability.

Here are the steps IdentoGO is taking to protect your health:

SCREENING

IdentoGO conducts daily coronavirus symptom screening on employees. Sites are closed and deep cleaned if there is a positive test.

MASKING

IdentoGO sites have adopted policies that align with recommendations from the Centers for Disease Control and Prevention.

SANITIZING

Plexiglass is used for work stations where possible. IdentoGO regularly cleans waiting areas and equipment between appointments and hand sanitizer stations are available for applicants.

If you have any concerns or feedback regarding these steps, please contact us at bccuinquiry@dshs.wa.gov.

Did you know?

You do not need to submit a name and date of birth request and then a fingerprint request. You will have an opportunity to decide if you want to continue the fingerprint based background check after the interim result (WA State Name and Date of Birth) is available to review in BCS, or if you want to withdraw the inquiry. If your facility requires a fingerprint based background check, make sure to request a fingerprint based background check when you initially submit the background check in BCS so we don't incur additional costs of submitting 2 background checks.

Results

Interim FP [No Record](#)

Interim FP Decision

After reviewing the Interim Fingerprint result, do you want to continue with the fingerprint check?

Yes, continue with the fingerprint check.

No, I do not want to continue with fingerprinting.

Steps for Success

- When an interim result notification is available for review in BCS, the status for the inquiry will change to Interim FP Finished.
- Open inquiry by clicking on the Last Name.
- Scroll to the bottom of the page to the Results section and click on the Results hyperlink to review the completed interim FP notification and background check information.
- Decide if you want to continue with the fingerprint request after your review of the Interim (Name and Date of Birth).
- Once the decision to continue with completing a new fingerprint has been made, the inquiry ID is sent to the Fingerprint Vendor so that the applicant can schedule their appointment.

Why Can't I Schedule This Fingerprint Appt?

What's the Status?

Interim FP Finished

Pending FPs

Complete the "Interim FP Decision"

Has it Been 20 Mins Since Continuing?

If Yes, Call BCCU at 360-902-0299

If No, Wait 20 Mins, Then Try Again



Training Survey

BCCU staff would appreciate your input around training needs and interests. Please take a few minutes to fill out this [survey](#) with a deadline of 02/28/2022. We hope to get a sense of BCS topics you are interested in. Thank you for taking the time.

[Link](#) to BCS User Guides and Training Materials.