

Background Check System User Guide: Entity User Functions

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About This Manual

Welcome to the Background Check System (BCS) User Manual. This user guide will help you understand how to request a background check and receive results from the Washington State Department of Social and Health Services online background check system (BCS).

Please note the BCS system (and therefore this manual) is subject to alteration. Modifications/updates to the manual may result from changes in State or Federal policies and procedures, BCS system upgrades, or other factors.

BCS was developed for use by the Department of Social and Health Services (DSHS) Background Check Central Unit (BCCU). Use of BCS and this manual is restricted to authorized end users of BCS system. BCCU can be contacted at bccuinquiry@dshs.wa.gov.

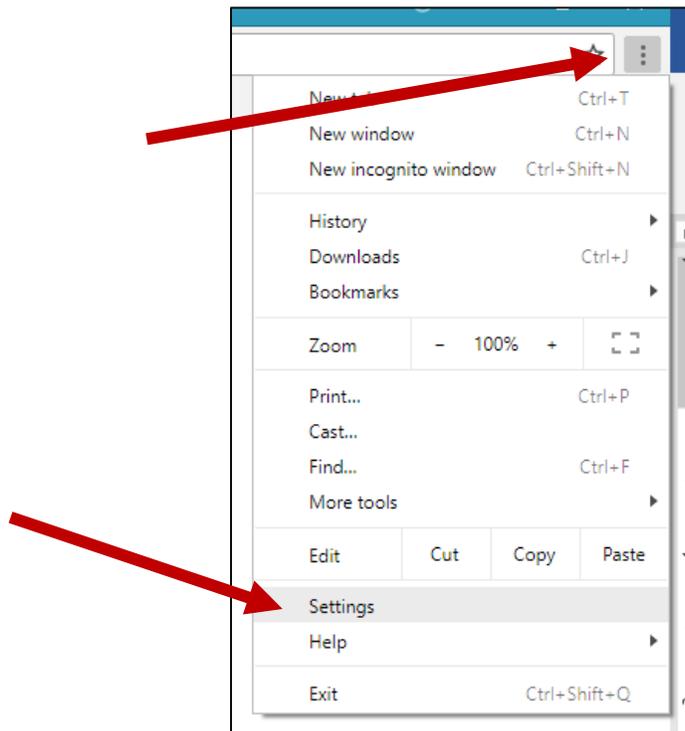
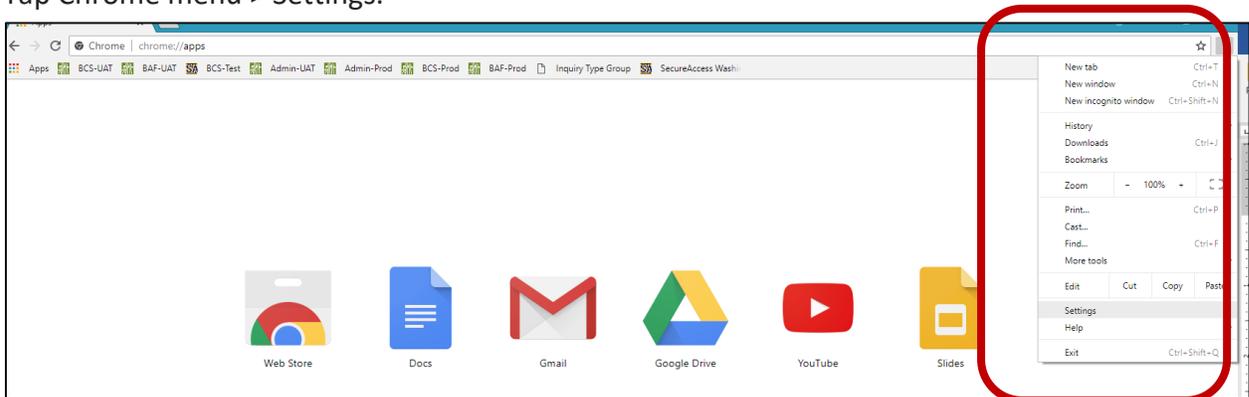
Troubleshooting BCS Access:

If you are having trouble getting the BCS web page to come up, you may need to clear your cache and/or cookies to access BCS.

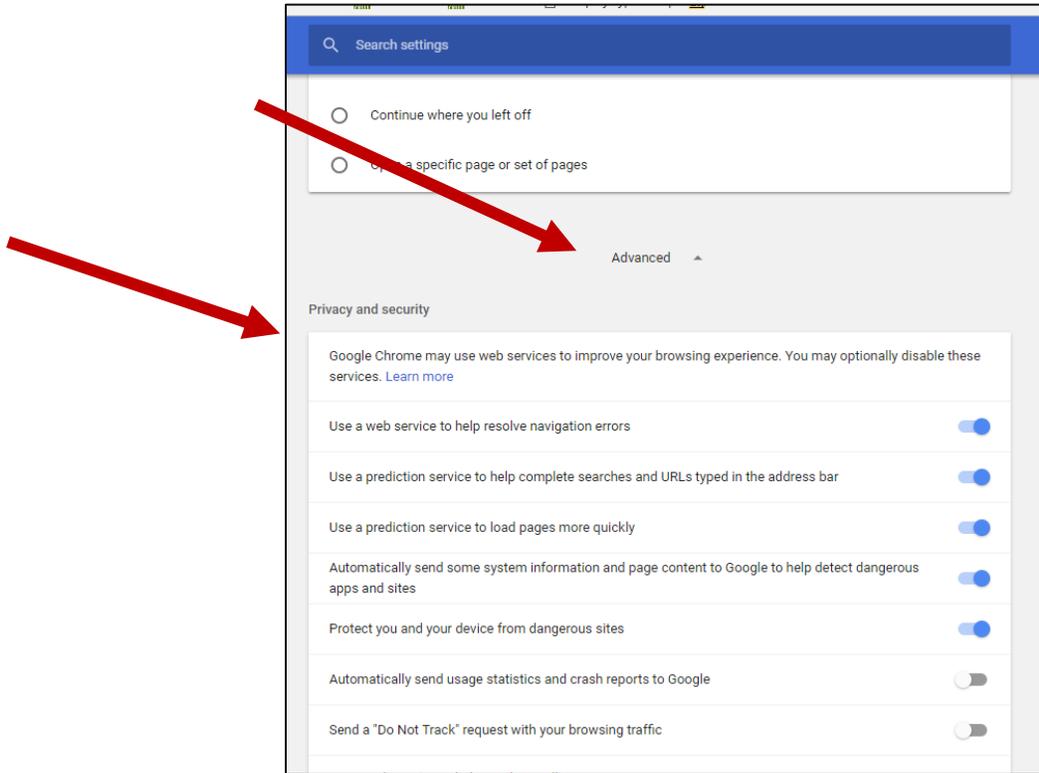
See below for instructions.

How to Clear Your Cache/Cookies in Google Chrome

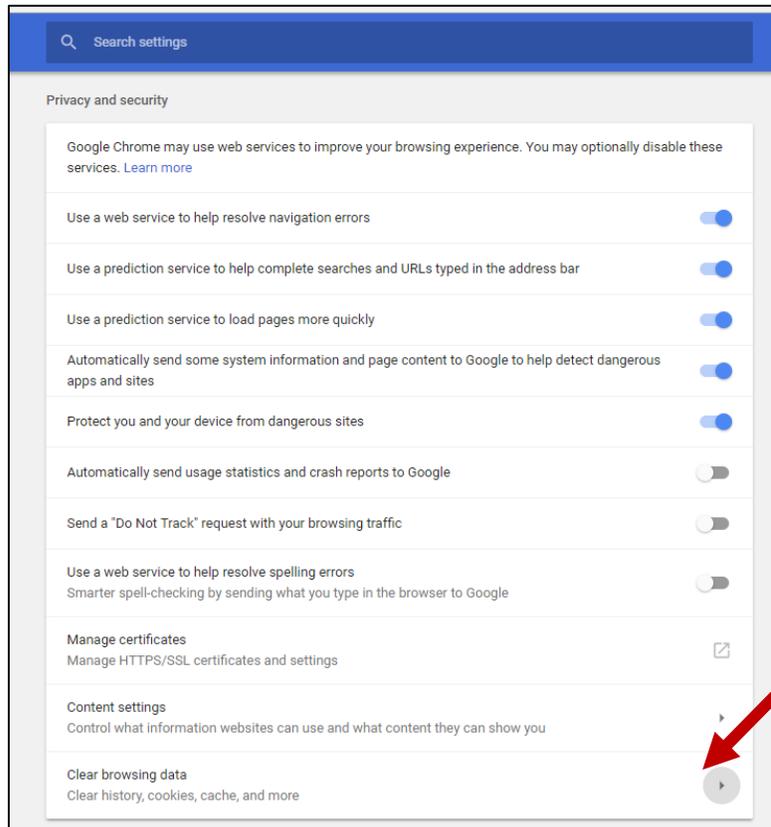
1. Tap Chrome menu > Settings.



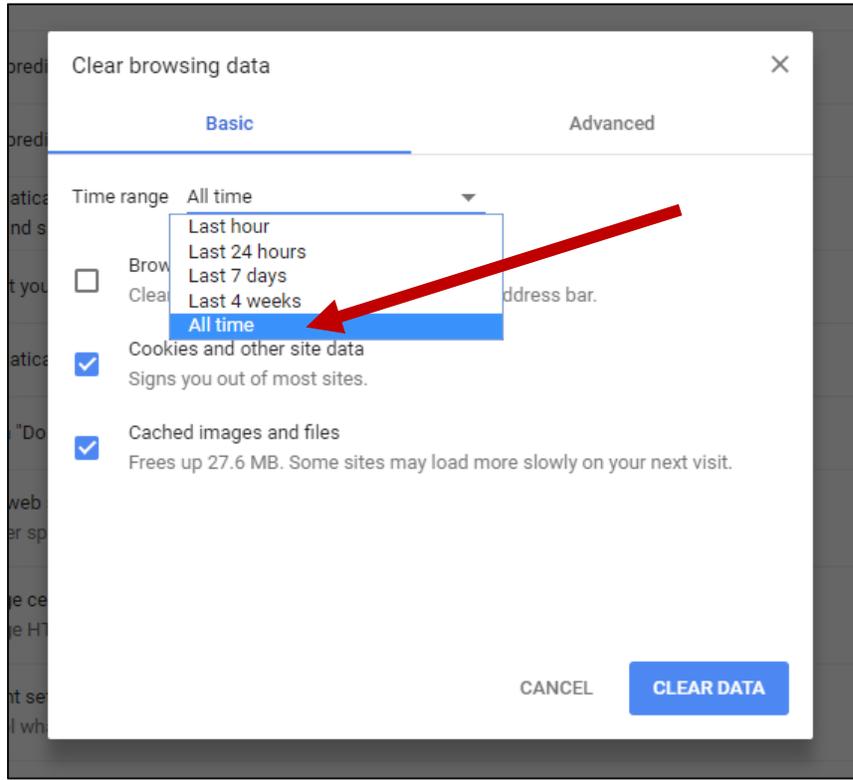
2. Scroll to the bottom of the screen
3. Tap (Advanced) to expand the Privacy settings



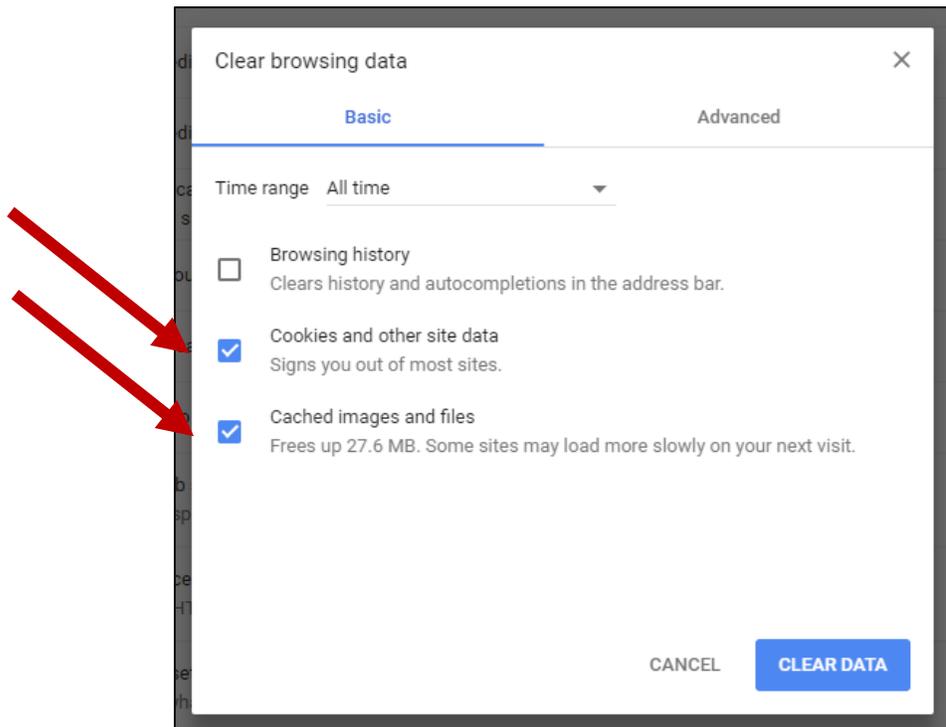
4. Click the arrow next to Clear Browsing Data



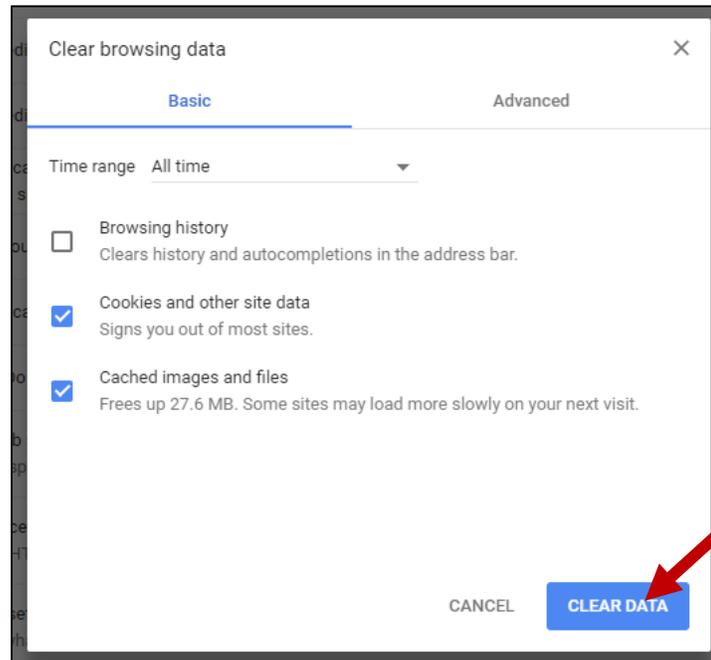
5. From the "Time Range" drop-down menu, select All Time.



6. Check Cookies and Site data and **Cached** Images and Files.



7. Tap **Clear data**.



8. Exit/Quit/Close all browser windows and re-open the browser.

Accessing BCS

You need to have an active profile in BCS, before you can access the system. If you have been set up with a profile you will receive an email from the system with information on how to register as a user and activate your profile in BCS. If you have not received a registration email, or if your registration code has expired, please reach out to your program contact.

Visit www.dshs.wa.gov/BCS to access BCS. Follow the link for your user type.

Internal User – State Employee access

SAW User – Non .wa.gov email address

Refer to the user guide *Log into BCS Using SecureAccess Washington (SAW)*

When you follow the link to access BCS, the system displays the BCS Welcome Page. This page will display every time you log into BCS.

- Click “Okay”



Background Check System

As the Department of Social and Health Services, a single mission ties us together: *to transform lives.*

The Background Check Central Unit (BCCU) contributes to this mission by **partnering with you to apply** transformative employment practices through strategic policies, creative business methods, and innovative technologies **to process over 330,000 background checks annually.**

The new online Background Check System (BCS) is for authorized entities, such as Department programs and authorized service providers, to complete background checks for those who serve vulnerable adults, juveniles, and children.

Thank you for supporting our mission to transform the lives of our state's most vulnerable.

WARNING

This is a government computer system and is the property of the Washington Department of Social and Health Services. It is for authorized use only.

Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to the authorized site, Department of Social and Health Services, and law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign.

By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of the authorized site or Department of Social and Health Services personnel.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.

Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986".

Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may be subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431.

By continuing to use this system, you indicate your awareness of and consent to these terms and conditions of use. LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

Okay

System displays the User Access Agreement page. This page will display every time you log in to BCS.

- Click "I Agree"



BY CLICKING "I AGREE", I UNDERSTAND AND ACCEPT THE FOLLOWING TERMS OF USE FOR ACCESSING THE BACKGROUND CHECK SYSTEM (BCS):

- BCS is a restricted information system maintained by the Washington State Department of Social and Health Services (DSHS).
- BCS contains confidential and restricted information that I will protect as required by federal and state law.
- I will comply with applicable DSHS confidentiality and security policies.
- Unauthorized use of BCS or any records accessed through BCS is prohibited and may be subject to criminal and/or civil penalties or may result in formal disciplinary action by DSHS, including termination of my employment or contract.
- If I have potential access to national (fingerprint) criminal history records, I have completed Criminal Justice Information System (CJIS) Security Awareness Training.
- The use of criminal history record information obtained through a national (fingerprint) check must comply with the CJIS Security Policy.
- Dissemination or use of national criminal history records for any other purpose is a violation of federal law.
- System usage may be monitored, recorded, and is subject to audit.
- If I have any questions regarding federal, state, or DSHS requirements around system usage, or require access to applicable confidentiality and security policies, I will contact my direct supervisor or program contact.
- Use of this system indicates consent to monitoring and recording of my system usage and indicates I understand and agree to comply with the above terms.

I Agree

Go Back

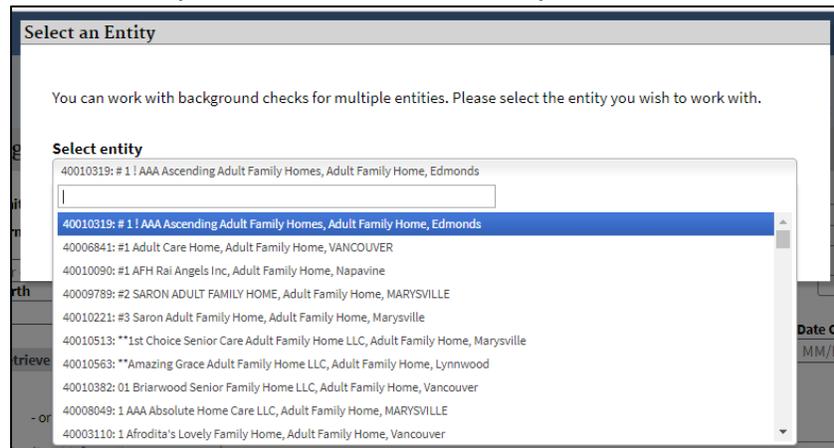
Logging into your Facility or Facilities:

All BCS users are granted access to BCS at the BCCU Account level.

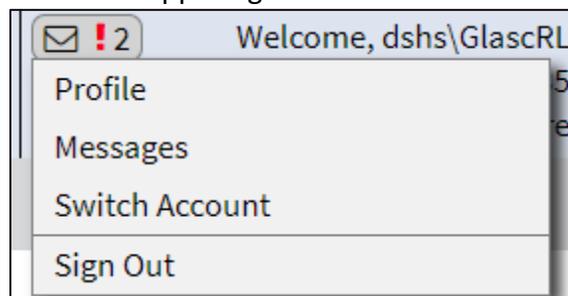
If your entity has more than one account, or you support more than one entity, your BCS access can be tied to each of these accounts, but you will only see activity on one account at a time.

Choose Your Account**If you have access to more than one account:**

- A drop down list will appear for you to pick which entity you would like to see
 - The list will only show those accounts that you have access to.



- If you are assigned to more than one account, you may switch accounts without signing out of 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

The Home Page is set up the same way for all BCS users (details about each section will be provided in the steps below)

Background Check System

Welcome, dshs\elderem
Account: 11000773
Name: DDA CENTRAL OFFICE

11000773 DDA CENTRAL OFFICE Home Page

Review and Submit a New Background Check
Enter the Online Form Confirmation Code *Required*
Enter 10 character code
Applicant Date of Birth *Required*
MM/DD/YYYY
Retrieve Applicant Information

Search Applications
First Name
Applicant First Name
Last Name
Applicant Last Name
Inquiry ID
Inquiry Id
Not Submitted In Progress Archived
Finished Needs Action Expired
Date Created From MM/DD/YYYY Date Created To MM/DD/YYYY
Search Reset

Last Name	First Name	Inquiry ID	Status	Date Created	Check Type	User Name
ELDER	LUCY	4817071	Interim FP Finished	05/22/2018	FP	Beth Elder

1 result

Washington State Department of Social & Health Services
Transforming lives

Connect with DSHS
About Us
Work at DSHS
Contact Us
Contact Webmaster
Locate a Service Office
Report Abuse

Access and Inclusion
Nondiscrimination Policy
Diversity and Inclusion
Accessibility Statement
Adobe Reader

Important Public Notices
Notice of Privacy Practices
Security Notice
Rule Making

f t yd in

1. Menu Bar
2. System Notifications, User name, Account number, and Facility Name
 - a. Click the Welcome line to access functions for
 - i. Viewing Account profile
 - ii. Switch Accounts
 - iii. Sign Off
3. BCS Page Title
4. Fields for starting a Background Check
5. Search Functionality
6. Working Grid
7. Primary Action Buttons are bold
 - a. Bold Blue when Active
 - b. Bold Gray when Inactive
8. Secondary Action Buttons are just an outline

Submitting a Background Check

There are two ways to start a background check for an applicant.

1. If the applicant completed their authorization Form using the Online tool:
 - a. The applicant needs to provide you with the Confirmation Code from their online form and their date of birth.
 - b. Enter the Confirmation Code and Date of Birth into the fields on the BCS home Page

Review and Submit a New Background Check

Enter the Online Form Confirmation Code *Required*

STEDM2930D

Applicant Date of Birth *Required*

04/23/1999

Retrieve Applicant Information

- or -

[Manually enter New Applicant Information](#)

- c. Click on Retrieve Applicant Information button
- d. This will pull in the applicant’s information from the online form tool and display the applicant’s personal information:

Applicant Information Data Entry

Name and Date of Birth Information

Enter the applicant's name and date of birth.

First	Buddy
Last	Stedman
Date of Birth (MM/DD/YYYY)	4/23/1999
Did the applicant list any Alias Names?	No

Additional Applicant Information

Daytime telephone number where the applicant can be reached	(902) 481-7591
Does the applicant have a valid driver's license?	No

Address Information

Has the applicant lived in any state or country other than Washington State within the last three years (36 months)? No

Mailing Address (usable for confidential information) ⓘ

Address Line 1	address	State	WA
City	city	Zip Code	98512

Is the applicant's listed street address where they live now the same as the mailing address above? Yes

Self-Disclosure – Conviction Information ⓘ

Did the applicant disclose crime convictions? (11a) No

Self-Disclosure – Pending Charge Information ⓘ

- e. Continue to step 3 below
- 2. If the Applicant provided you with a signed paper copy of their Authorization form
 - a. Click on the link to “Manually enter New Applicant Information”

Review and Submit a New Background Check

Enter the Online Form Confirmation Code *Required*

Enter 10 character code

Applicant Date of Birth *Required*

MM/DD/YYYY

Retrieve Applicant Information

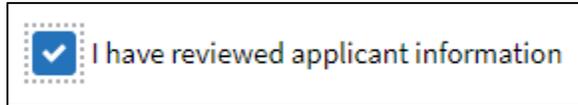
- or -

[Manually enter New Applicant Information](#)

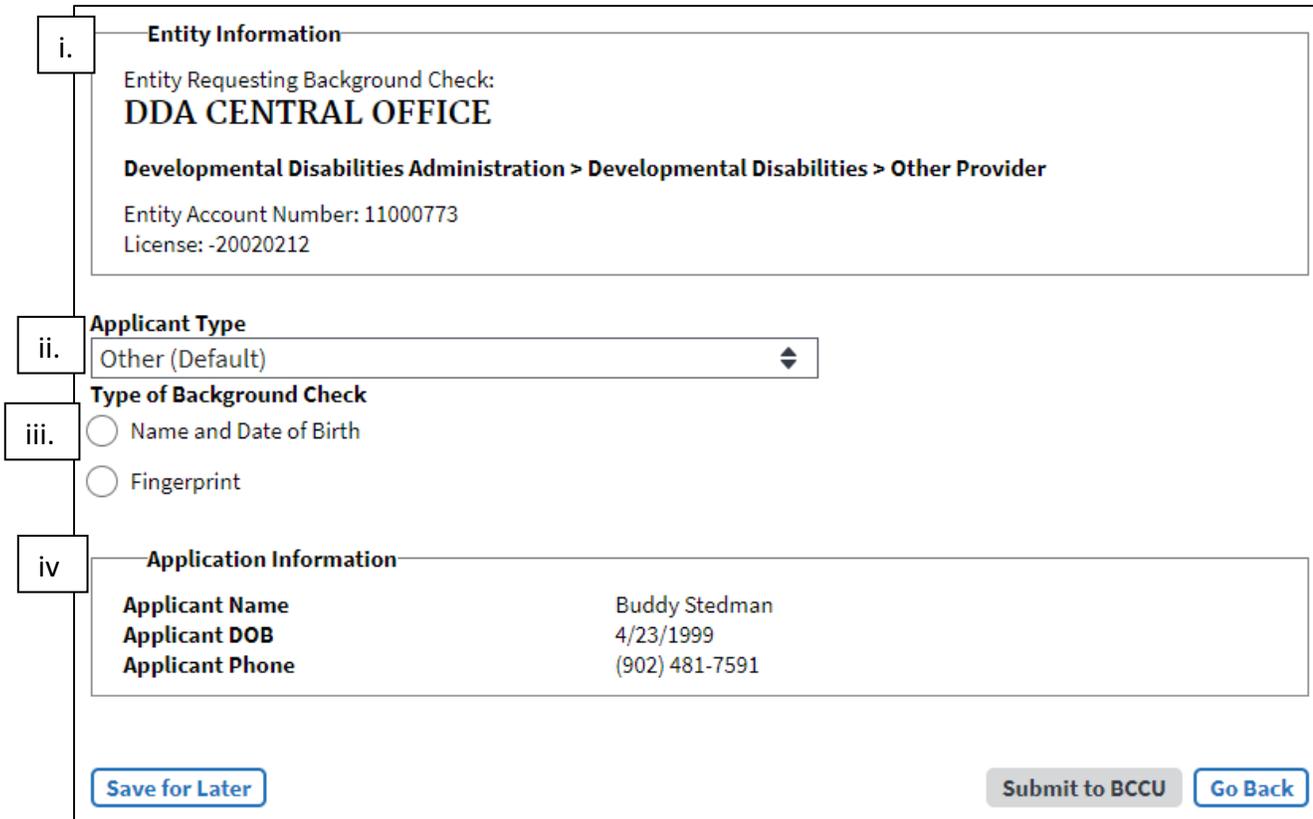
- b. The system displays a screen with blank fields that match the Authorization form
- c. You will enter the information from the signed paper form into BCS
 - i. The signed paper form is your approval to conduct the Background Check on that individual. You will need to retain this form per your internal record retention policies.

<p>Name and Date of Birth Information</p> <p>Enter the applicant's name and date of birth.</p> <p>First <i>Required</i></p> <p>_____</p> <p>Middle</p> <p>_____</p> <p>Last <i>Required</i></p> <p>_____</p> <p>Date of Birth (MM/DD/YYYY) <i>Required</i></p> <p>MM/DD/YYYY</p> <p>Did the applicant list any Alias Names? <i>Required</i></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Additional Applicant Information</p> <p>Daytime telephone number where the applicant can be reached <i>Required</i></p> <p>(999) 999-9999 or (999) 999-9999 x9999</p> <p>Email Address where the applicant can be reached</p> <p>_____</p> <p>Applicant's Social Security Number</p> <p>999-99-9999</p> <p>Does the applicant have a valid driver's license? <i>Required</i></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Address Information</p> <p>Has the applicant lived in any state or country other than Washington State within the last three years (36 months)? <i>Required</i></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Mailing Address (usable for confidential information)</p> <p>Address Line 1 <i>Required</i></p> <p>_____</p> <p>Address Line 2</p> <p>_____</p> <p>City <i>Required</i> State <i>Required</i></p> <p>_____ WA _____</p> <p>Zip Code <i>Required</i></p> <p>99999 or 99999-9999</p>	<p>Is the applicant's listed street address where they live now the same as the mailing address above? <i>Required</i></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Self-Disclosure - Conviction Information</p> <p>Did the applicant disclose crime convictions? (11a) <i>Required</i></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Self-Disclosure - Pending Charge Information</p> <p>Did the applicant disclose any pending charges? (11b) <i>Required</i></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Self-Disclosure Questions</p> <p>Has a court or state agency ever issued the applicant an order or other final notification stating that the applicant has sexually abused, physically abused, neglected, abandoned, or exploited a child, juvenile, or vulnerable adult? (12) <i>Required</i></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Has a government agency ever denied, terminated, or revoked the applicant's contract or license for failing to care for children, juveniles, or vulnerable adults; or has the applicant ever given up their contract or license because a government agency was taking action against the applicant for failing to care for children, juveniles, or vulnerable adults? (13) <i>Required</i></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p>Has a court ever entered any of the following against the applicant for abuse, sexual abuse, neglect, abandonment, domestic violence, exploitation, or financial exploitation of a vulnerable adult, juvenile or child? (14) <i>Required</i></p> <ul style="list-style-type: none"> • Permanent vulnerable adult protection order / restraining order, either active or expired, under RCW 74.34. • Sexual assault protection order under RCW 7.90. • Permanent civil anti-harassment protection order, either active or expired, under RCW 10.14. <p><input type="radio"/> Yes <input type="radio"/> No</p> <p><input type="checkbox"/> I have reviewed applicant information</p>
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- d. When the data entry is complete, you will continue with step 3 below.
- 3. Review the applicant’s information and check the box at the bottom of the screen indicating that you have reviewed the applicant information



- a. Click on “Choose Entity Information”
- b. System displays the Entity Information page

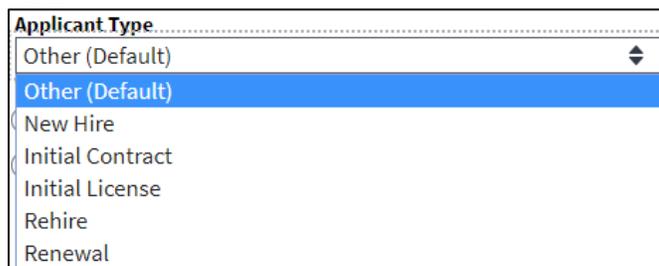


The screenshot shows a web form titled "Entity Information" with the following sections:

- i.** **Entity Information**
Entity Requesting Background Check:
DDA CENTRAL OFFICE
Developmental Disabilities Administration > Developmental Disabilities > Other Provider
Entity Account Number: 11000773
License: -20020212
- ii.** **Applicant Type**
Other (Default)
- iii.** **Type of Background Check**
 Name and Date of Birth
 Fingerprint
- iv.** **Application Information**
Applicant Name: Buddy Stedman
Applicant DOB: 4/23/1999
Applicant Phone: (902) 481-7591

At the bottom of the form are three buttons: "Save for Later", "Submit to BCCU", and "Go Back".

- i. Summary of the entity you are submitting a background check for
- ii. Applicant type: A description of the reason for submitting a background check



- iii. Type of Background Check

- If your entity does not have the Statute Authority to request a Fingerprint based background check, you will not see this option. The system will default to a Name and Date of Birth Check.
 - Alternately, if your entity only requests fingerprint based background Checks, you will not see this option. The system will default to a Fingerprint check.
- iv. Applicant Information Summary
 - c. Complete the required fields before the system will allow you to Submit to BCCU.
 - d. Click “Submit to BCCU”



- e. The system will take you back to your entity home page
 - i. The request has been sent to BCCU for processing

Refer to page: 24 of this user guide for a list of BCS Inquiry Status Definitions.

Fingerprint Based Background checks

If your facility requires a fingerprint based background check for an applicant, request a fingerprint based background check from the start. 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 check after the interim result letter (a WA State Name and Date of Birth) is received, or if you want to withdraw the inquiry.

1. Follow the instructions outlined in the section for submitting a background check to start a new request. (steps 1 through 3.iii. above)
2. On the Entity Information Screen:
 - a. Choose Applicant type

 A screenshot of a web form titled "Entity Information". The form contains the following text:

Entity Requesting Background Check:
1st Home of Happiness Adult Family Home
 Aging & Long-Term Support Administration > Residential Care Services
 Entity Account Number: 40010309
 License: 753210

 Below this is a section titled "Applicant Type" with a dropdown menu. The dropdown menu is open, showing the following options:

- Renewal
- Other (Default)
- New Hire
- Initial Contract
- Initial License
- Rehire
- Renewal

 The "Renewal" option at the bottom of the list is highlighted in blue.

- b. Click on the radio button next to “Fingerprint”

Type of Background Check

Name and Date of Birth

Fingerprint

- c. Click the radio button next to “yes” or “no” to indicate if the applicant is a volunteer or not
 - i. Volunteers have a different Washington State Patrol processing fee

Is the fingerprint check for a volunteer? *Required*

Yes No

- d. Click on “Submit to BCCU”

[Submit to BCCU](#) [Go Back](#)

- e. The system takes you back to your entity home page
 - i. The request has been submitted to BCCU for processing.

Fingerprints: Continue or Withdraw Decision

- 1. Interim Result letter notification is received in BCS, and the status for the inquiry changes to Interim FP finished

^Last Name	↕First Name	↕Inquiry ID	↕Status	↕Date Created	↕Check Type	User Name
FLOOF	FANCY	4817077	Finished	05/25/2018	NDOB	Beth Elder
FLOOF	FANNY	4817078	Interim FP Finished	05/26/2018	FP	Beth Elder
HOLOHOLONA	PELE	4816965	Finished	05/23/2018	FP	Beth Elder
NANI	KA PUA	4816986	Pending Fingerprints	05/23/2018	FP	Beth Elder

- 2. Open inquiry by clicking on the last name link
- 3. Scroll to the bottom of the page to the results section

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.

- 4. Decide if you want to continue with the fingerprint request
 - a. No = Withdrawn – This completes the request and closes it out in BCS
 - i. Requesting Entities should communicate this decision to the applicant

The screenshot shows a web form titled "Interim FP Decision" with a sub-header "No Record". The main heading is "Interim FP Decision". Below it, the text reads: "After reviewing the Interim Fingerprint result, do you want to continue with the fingerprint check?". There are two radio button options: "Yes, continue with the fingerprint check." (which is unselected) and "No, I do not want to continue with fingerprinting." (which is selected). A "Save" button is at the bottom right. A white dialog box is overlaid on the form, containing the text: "This will effectively withdraw the background check. Are you sure?". The dialog box has "CANCEL" and "PROCEED" buttons.

ii. Status on the home page for that inquiry changes to Withdrawn

^Last Name	↕First Name	↕Inquiry ID	↕Status	↕Date Created	↕Check Type	User Name
FLOOF	FANCY	4817077	Finished	05/25/2018	NDOB	Beth Elder
FLOOF	FANNY	4817078	Withdrawn	05/26/2018	FP	Beth Elder
HOLOHOLONA	PELE	4816965	Finished	05/23/2018	FP	Beth Elder
NANI	KA PUA	4816986	Pending Fingerprints	05/23/2018	FP	Beth Elder

- b. Yes = Continue – Applicant completes the fingerprint process
 - i. BCS generates the Fingerprint Appointment form and Fingerprint Notification form (Click on the links to open a PDF document for each)

The screenshot shows the "Interim FP Decision" form. The main heading is "Interim FP Decision". Below it, the text reads: "The decision was made to continue with the fingerprint check." followed by a blue button labeled "Change Decision". Below this, the text reads: "Print the Fingerprint Appointment Forms and give them to the applicant." followed by two blue links: "Print Appointment Form" and "Print Notification".

- ii. The Change Decision feature will no longer be available once the fingerprint appointment is scheduled for the applicant.
 - 1. If the applicant no longer needs to be fingerprinted after selecting yes, the entity can cancel the appointment with the vendor. However, the withdrawn option will not be available.
- iii. If the applicant uses local law enforcement, the decision can be changed up to the point where the prints are received by BCCU.
 - 1. See *Instructions on Submitting Fingerprint Hard Cards to BCCU* for more information.

Once the decision to continue with Fingerprint’s has been made, the Inquiry ID number is sent to the Fingerprint Vendor so that the Applicant can schedule their Fingerprint Appointment.

This can take up to 30 minutes from the time the decision is made to the time the vendor receives the information.

An applicant **cannot** schedule their appointment until the Fingerprint Vendor has received that Inquiry ID number.

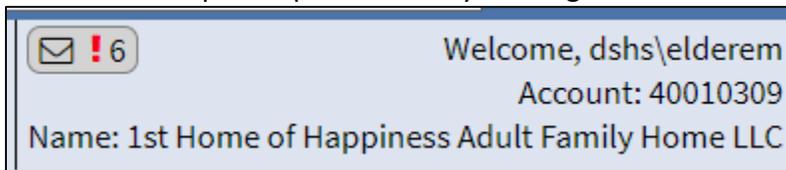
Receiving Background Check Results

When you click “Submit,” the background check request is sent to BCCU for Processing.

75% or more of all Background Checks Requests submitted to BCCU result in a No Record result letter. These will be returned the same day.

BCS provides a notification within the system when results are returned.

1. Notifications for updated results will appear in the upper right corner.
 - a. Click on the envelope to open the Entity Message screen



- b. A list of notifications displays. Each line includes:
 - i. The Applicant Name, Inquiry ID, Subject, Sent (date the notification was sent), and the User Name for the person who submitted the inquiry.

Entity Messages							
<input type="checkbox"/> Show My Messages							
↕Applicant Last	↕Applicant First	↕Inquiry ID	↕Subject	↕Sent	↕User Name		
DIGGER	DARGO	5019921	BCS Background Check Complete	12/14/2018 09:49 AM	dshs\glascl	<input type="button" value="Delete"/>	
1 result							
<input type="button" value="Go Back"/>							

- c. Click the Inquiry ID link to open the inquiry.
 - d. Click the Delete button to delete the notification. Note, this does not delete the inquiry.

Retrieving Results in BCS

2. From the home page, in the working grid, click on the applicant’s last name to pull up the Background Check Summary page.

i	<p>Entity Information</p> <p>Entity Requesting Background Check: A Better Solution In-Home Care</p> <p>Aging & Long-Term Support Administration > Home & Community Services ></p> <p>Entity Account Number: 98000335 License: 60428919</p>	<p>Background Check Notes</p> <p>Add Note</p> <p>Note 1</p> <p>Worker 1: I called the applicant regarding their result on 4/10 at 3:00pm</p> <p>Created by Richelle L Glascock on June 04, 2018</p> <p>Note 2</p> <p>Applicant called asking for help with their affidavit. Passed this on to Dave.</p> <p>Created by Richelle L Glascock on June 04, 2018</p>
ii	<p>Application Information</p> <p>Applicant Name ANUK DIGGER Applicant DOB 4/25/2000 Applicant Phone (360) 555-1212</p>	
iii	<p>Background Check Information</p> <p>Inquiry ID 4856190 Status Finished</p> <p>Applicant Details: Review Application Form</p> <p>Background Check Type Fingerprint</p>	
iv	<p>Results</p> <p>Interim FP No Record</p> <p><u>Interim FP Decision</u></p> <p>The decision was made to continue with the fingerprint check. Final FP No Record</p>	

- a. Page will show you:
 - i. Entity Information: A summary of the account information
 - ii. Application Information: Applicant's Name, Date of Birth, and Phone number
 - iii. Background Check Information: A summary of the inquiry information – Inquiry ID, Status, Applicant type, a link to the Applicant's details, and Background Check Type
 - iv. Results: The section where a hyperlink to a PDF copy of the results for this inquiry are located
 - v. Background Check Notes: Notes are not visible by BCCU staff. They are for internal workload management between those BCS users with access to the same account. **All notes are subject to the State's Public Disclosure Laws.**
 1. Sometime after Go-live, Notes can be Created, Modified, and Deleted by any user or administrator of the account
 2. Entity Submitter roles will not be able to see notes added by other users on the same account
3. Result letters are accessible through the system until they meet record retention requirements
 - a. No Record Results: 10 years from the last date of activity for a person
 - b. Record/Disqualify Results: 20 years from the last date of activity for a person
4. Result letters are a PDF file and include a cover letter and any sources used to determine the result

- a. If you work for an entity that has authority to receive Fingerprint Rap Sheets, these will be available as a separate link in the results section

 <p>Washington State Department of Social & Health Services</p> <p><i>Transforming lives</i></p>	Notification of Background Check Result
	<p>Completed On: Wednesday, December 27, 2017</p> <p>Applicant: GIZMO MCWHISKERS FLUFFYCHEEKS</p> <p>Date of Birth: 7/25/1996</p> <p>Inquiry ID/OCA: 4474627</p> <p>Entity Account #: 11001058</p> <p>Requesting Entity: AAA RESIDENTIAL SERVICES</p> <p>DSHS Oversight Program: DDA, Developmental Disabilities</p> <p>Background Check Type: Washington State Name & Date of Birth Background Check</p> <p>Shared Fingerprint: No</p>
<p><i>Background Check Result</i></p> <p>Disqualify</p>	
<p>As of the date of the background data search, the applicant has:</p> <p style="text-align: center;"><u>Disqualifying information* reported by one or more background check data sources.</u></p> <p>This means the applicant cannot have unsupervised access to children or vulnerable adults. If you allow the applicant to have unsupervised access to children or vulnerable adults, you may be violating federal or state regulations and your DSHS oversight program may take action against your license or contract. The applicant's background check records are attached.</p> <p><i>* Based on a review of the disqualifying crimes and negative actions adopted by the DSHS oversight program listed above.</i></p> <p>A copy of this background check result will be sent to the applicant. If the applicant wishes to dispute or clarify the information reported on this background check result, the applicant may contact the Background Check Central Unit for additional information.</p>	

If the final result letter for an applicant is a Review Required (record) or Disqualifying result letter, BCCU will mail a copy of an applicant's final result letter to the address the applicant provided on their authorization form.

Entities are still responsible to communicate with an applicant information about their background check results and to provide the applicant with a copy of their results if they ask for one.

Search for Background Check Inquiries

The search functionality searches for inquiries that have been saved and or submitted through BCS.

Reminder: Searching does not search for Online Authorization Forms. These can only be retrieved using the confirmation code and applicant's date of birth.

- Search functions do not return historic inquiries processed prior to BCS (June 25, 2018)
- Searching only finds inquiries saved/submitted under the account you are logged in under
- Searching does not search across entities/accounts

- To find inquiries that have been saved to BCS, you can search using any combination of the following features:

Search Applications

<p>First Name <input type="text" value="Applicant First Name"/></p> <p>Last Name <input type="text" value="Applicant Last Name"/></p> <p>Inquiry ID <input type="text" value="Inquiry Id"/></p> <p><input type="checkbox"/> Show My Inquiries</p>	<table border="0" style="width: 100%;"> <tr> <td><input checked="" type="checkbox"/> Not Submitted</td> <td><input checked="" type="checkbox"/> In Progress</td> <td><input type="checkbox"/> Archived</td> </tr> <tr> <td><input checked="" type="checkbox"/> Finished</td> <td><input checked="" type="checkbox"/> Needs Action</td> <td><input checked="" type="checkbox"/> Expired</td> </tr> <tr> <td>Date Created From <input type="text" value="MM/DD/YYYY"/></td> <td colspan="2">Date Created To <input type="text" value="MM/DD/YYYY"/></td> </tr> </table> <p style="text-align: right;"> <input type="button" value="Search"/> <input type="button" value="Reset"/> </p>	<input checked="" type="checkbox"/> Not Submitted	<input checked="" type="checkbox"/> In Progress	<input type="checkbox"/> Archived	<input checked="" type="checkbox"/> Finished	<input checked="" type="checkbox"/> Needs Action	<input checked="" type="checkbox"/> Expired	Date Created From <input type="text" value="MM/DD/YYYY"/>	Date Created To <input type="text" value="MM/DD/YYYY"/>	
<input checked="" type="checkbox"/> Not Submitted	<input checked="" type="checkbox"/> In Progress	<input type="checkbox"/> Archived								
<input checked="" type="checkbox"/> Finished	<input checked="" type="checkbox"/> Needs Action	<input checked="" type="checkbox"/> Expired								
Date Created From <input type="text" value="MM/DD/YYYY"/>	Date Created To <input type="text" value="MM/DD/YYYY"/>									

- Type in the applicant's name or partial names
 - System returns all inquiries with matching names to display in the working grid
 - Type in the inquiry ID (this will return an exact match)
 - Check or uncheck the filters to search for inquiries in progress, not submitted, etc.
 - Filters are defined as:
 - Not Submitted: includes Incomplete and Not Submitted statuses
 - Finished: includes inquiries that have been Finished
 - Needs Action: any status that requires the user to take action
 - In Progress: includes pending statuses
 - Archived: includes inquiries which have been archived
 - Expired: includes Expired inquiries
 - Click "Reset" and "Search" again to remove all filters and return all inquiries for the entity.
 - The working grid will show all inquiries for this entity
 - Click "Show My Inquiries" to limit search result to include only inquiries submitted by you.
- Columns of the Working Grid can be sorted

a.	b.	c.	d.	e.	f.	g.
^Last Name	↕First Name	↕Inquiry ID	↕Status	↕Date Created	↕Check Type	User Name
Elder	Beth	4817054	Pending	05/25/2018	FP	Beth Elder
FLOOF	FANCY	4817077	Finished	05/25/2018	NDOB	Beth Elder
FLOOF	FANNY	4817078	Withdrawn	05/26/2018	FP	Beth Elder
HOLOHOLONA	PELE	4816965	Finished	05/23/2018	FP	Beth Elder
JACOBSEN	MARY	4816996	Pending	05/23/2018	FP	Beth Elder
NANI	KA PUA	4816986	Pending Fingerprints	05/23/2018	FP	Beth Elder
UMNDENI	IKHAYA	4817028	Pending	05/25/2018	FP	Beth Elder
7 results						

- a. Last Name: The last name of the Applicant
- b. First Name: The first name of the Applicant
- c. Inquiry ID: The Unique Code assigned to the inquiry (previously known as the OCA number)
- d. Status: The status of the Background Check request
 - i. See *Understanding the Status Column on the next page*
- e. Date Created: The Date the Applicant information was saved in BCS
- f. Check Type: FP Check – Fingerprint or NDOB Check – Name and Date of Birth
- g. User Name: The user name for the BCS user who saved the applicant information in BCS

Understanding the Status Column

Status Column	Meaning
Incomplete	Entity saved applicant's information in BCS but has not completed picking the inquiry information and has not submitted the inquiry to BCCU.
Not Submitted	Entity saved applicant's Information in BCS but did not submit the request to BCCU.
Pending	BCCU has received the inquiry and it is pending in the BCCU queue to be processed, or the inquiry is actively being processed/researched by BCCU.
Withdrawn	Entity chose to withdraw the fingerprint request after the interim fingerprint result letter was received.
Finished	A result letter has been issued.
Pending Thumbprint	BCCU requires a Thumbprint verification to be able to complete the request
Pending Additional Information	BCCU has requested the applicant provide additional information required to complete the request. Or the inquiry includes an out of state fingerprint request related to WIN (Western Identification Network).
Interim FP Finished	An Interim result letter has been issued. Entity is required to make a fingerprint check continue/withdraw decision in order to proceed with the request.
Pending Fingerprints	Applicant has not been fingerprinted yet.
Pending FP Results	BCCU is waiting on WSP or the FBI to process prints and provide a result.
Pending Reprint	The WSP or FBI rejected the fingerprints and BCCU is waiting on the applicant to be reprinted.

Fingerprint Sharing:

Some accounts are included in groups that are allowed to share fingerprint results if they were conducted for the same reason and were within the last three years.

Inquiry Type Groups that allow fingerprint sharing:

ALTSA	HCS	Area Agencies on Aging
ALTSA	HCS	Home & Community Services Offices
ALTSA	HCS	Home Care Referral Registry, Developmental Disabilities, Area Agencies on Aging
ALTSA	HCS	Home Care Referral Registry, Developmental Disabilities, Provider
ALTSA	HCS	Home Care Referral Registry, Home and Community Services, Area Agencies on Aging
ALTSA	HCS	Home Care Referral Registry, Home and Community Services, Provider
ALTSA	HCS	Individual Provider
ALTSA	HCS	Internal Provider - Home Care Agency
ALTSA	HCS	Managed Care, Developmental Disabilities
ALTSA	HCS	Managed Care, Home and Community Services
ALTSA	HCS	Medicaid Contracted Home Care Agency
ALTSA	HCS	New Freedom
ALTSA	HCS	Non-Governmental Agency
ALTSA	HCS	Non-Governmental Area Agency on Aging
ALTSA	HCS	Nurse Delegation, Provider
ALTSA	HCS	Private Home Care Agency
ALTSA	HCS	Specialized Equipment and Supplies
ALTSA	HCS	Veterans Directed Home Services
CA	HQ	Non-Emergent
CA	DCFS	Provider
CA	CJIS	State Employee
CA	FOSD	Provider
CA	Non-CJIS	Office of Foster Care Licensing
CA	Program Policy	Provider
DDA	CCCS	Other Provider
DDA	DD	Individual Providers
DDA	DD	Other Provider
DDA	DD	Provider Internal
DDA	DD	State Employee SOLA

If an applicant has had a fingerprint based background check that fits into the Fingerprint Sharing rules, you may decide to use the results of the prior fingerprint check instead of having the applicant fingerprinted again.

The system will only present the FP sharing option if it is available.

How to Share Prior FP Results:

When you are making the decision to Continue or Withdraw on an Interim FP Finished status:

^Last Name	↕First Name	↕Inquiry ID	↕Status	↕Date Created	↕Check Type	User Name
GARCES	RICARDO	4817108	Pending Fingerprints	05/30/2018	FP	Beth Elder
HOLOHOLONA	PELE	4817109	Pending	05/30/2018	FP	Beth Elder
LEAMING	PAMELA	4817107	Interim FP Finished	05/30/2018	FP	Beth Elder

3 results

1. Open inquiry by clicking in the last name
2. Scroll to the Results Section
3. Choose "Yes" to continue with FP Check

Results

Interim FP [Review Required](#)

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.

4. If the background check is eligible for FP Sharing, another decision appears

Results

Interim FP [Review Required](#)

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.

FP Sharing Decision

The Applicant has a prior fingerprint that can be used to complete this fingerprint check:

Yes, use the prior fingerprint

No, complete a new fingerprint check

Prior Fingerprint

Inq. ID: 4090297 Date: 03/16/2016 By: DCFS, Provider

[Save](#)

5. Choose 'Yes, use the prior fingerprint' to use the listed fingerprint results.

Results

Interim FP [Review Required](#)

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.

FP Sharing Decision

The Applicant has a prior fingerprint that can be used to complete this fingerprint check:

Yes, use the prior fingerprint

No, complete a new fingerprint check

Prior Fingerprint

Inq. ID: 4090275 Date: 03/29/2016 By: DCFS, Provider

[Save](#)

6. Click Save to receive the confirmation message

When choosing to share previous fingerprint results, the applicant cannot be printed. Are you sure you want to continue sharing previous results?

[CANCEL](#) [PROCEED](#)

7. Click Proceed to continue or Cancel to change the decision.

Results

Interim FP [Review Required](#)

Interim FP Decision

The decision was made to continue with the fingerprint check.

FP Sharing Decision

The decision was made to use prior fingerprint :

Prior Fingerprint

Inq. ID: 4090297 Date: 03/16/2016 By: DCFS, Provider

- Inquiry Status will change to Pending for BCCU to process the result. FP sharing usually results in quicker turnaround times for final FP results.

8. If you choose No, Complete New fingerprint

<u>FP Sharing Decision</u>
The decision was made to continue with a new Fingerprint Check: Prior Fingerprint
Inq. ID: 4090275 Date: 03/29/2016 By: DCFS, Provider

- System displays the FP appointment and notification forms
- Status changes to Pending Fingerprints
- Applicant gets fingerprinted and the normal process resumes
- The final result letter will state that it is a final fingerprint result

Archiving Background Checks:

You may archive background checks to remove them from standard searches on the Entity Home Page. Background checks in any statuses may be archived. Once a background check is archived, the status includes “Archived” before the original status. Refer to the [Understanding the Status Column](#) for description of Statuses.

Archive Background Checks

There are two ways to archive background checks: You can archive an inquiry from the Search Grid or from the Background Check Summary Page.

To archive multiple background checks at a time, or to archive from the Search Grid:

1. Search for the inquiries that you want to archive.
2. Select the checkboxes that are located next to the applicant rows to archive multiple inquiries at once.
 - a. The Archive button will enable at the bottom of the page
3. Click the Archive button.

Search Applications

Not Submitted
 In Progress
 Archived

Finished
 Needs Action
 Expired

Show My Inquiries

Last Name	First Name	Inquiry ID	Status	Date Created	Check Type	User Name	
DIGGER	DARGO	4968559	Interim FP Finished	10/10/2018	FP	Richelle Glascock	<input type="checkbox"/>
DIGGER	ANUK	4968577	Finished	10/10/2018	NDOB	Richelle Glascock	<input checked="" type="checkbox"/>
CRAWLER	CLEMENTINE	4968578	Incomplete	10/10/2018		Richelle Glascock	<input type="checkbox"/>

3 results

(1 inquiry selected to archive)

To archive a single background check from the Background Check Summary Page:

1. Select a background check from the search grid.
 - a. The Archive button will display in the lower left corner if the background check is eligible to be archived.

Application Information

Applicant Name ANUK DIGGER
Applicant DOB 4/25/2000
Applicant Phone (360) 555-1212

Background Check Information

Inquiry ID 4968577
Status Finished
Applicant Type Division of Children & Family Resources (DCFS)
Applicant Details: [Review Application Form](#)
Background Check Type Name and Date of Birth

Results

NDOB [No Record](#)

2. Click the Archive button.
 - a. The background check status changes to Archived – Finished (or the “Archived - Original status).

Remove from Archive

Once a background check has been archived, the “Archive” button changes to “Remove from

Archive”. Click the Remove from Archive button to remove the archive indicator.

Archived background checks are also removed from archive if BCCU performs an action to update the status. For example, if you archive a background check in “Pending” status, the archive will remove when BCCU completes the background check.

An archived background check can only be found when you click the Archived box on Search Applications.

Search Applications

Not Submitted
 In Progress
 Archived

Finished
 Needs Action
 Expired

Show My Inquiries

↕Last Name	↕First Name	↕Inquiry ID	↕Status	↕Date Created	↕Check Type	↕User Name	
DIGGER	ANUK	4968577	Archived - Finished	10/10/2018	NDOB	Richelle Glascock	<input type="checkbox"/>
CRAWLER	CLEMENTINE	4968578	Archived - Incomplete	10/10/2018		Richelle Glascock	<input type="checkbox"/>

2 results

View Reports

View AL TSA/DDA Lookup for Shared Background Checks

AL TSA and DDA share contracts for individual providers. To reduce duplicated background checks for an individual, contracting staff may search the AL TSA/DDA Lookup for Shared Background Checks. This report is available only to users assigned to entities within Inquiry Type Groups participating in the contract sharing.

This report includes background check results for checks submitted by HCS, AAA, HCRR, and DDA for the last four years. Search results include alias names.

AL TSA/DDA Lookup for Shared Background Checks

 Required
MM/DD/YYYY

This report includes background check results for checks submitted by HCS, AAA, HCRR, and DDA from the last four years. Search results include alias names.

To search:

1. Enter a Date Of Birth (Required)
2. Enter any combination of Last, First, or Middle name to narrow results.
3. Click Search to display results.
 - Last, First, Middle Name
 - Date of Birth
 - Requesting Entity
 - Account
 - Worker
 - Phone Number for the entity
 - Type of Background Check
 - Result Date
 - Inquiry ID
 - Result

ALTSA/DDA Lookup for Shared Background Checks

Last Name
 Date Of Birth Required

First Name

Middle Name

This report includes background check results for checks submitted by HCS, AAA, HCRR, and DDA from the last four years. Search results include alias names.

Last Name	First Name	Middle Name	DOB	Requesting Entity	Account	Worker	Phone	Type	Result Date	Inquiry ID	Result
DIGGER	DARGO		10/21/2000	OLYMPIC AAA / RAYMOND	10222	Glascocock, Richelle L	(360) 942-2177	FP	06/04/2018	4856184	No Record

To View Results:

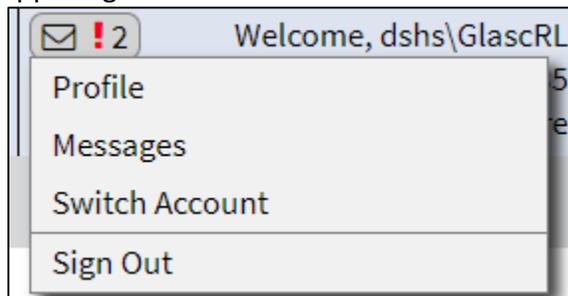
1. Click the result in the result list (No Record, Disqualify, etc.)
2. The result letter displays in a new tab.

Known Issue: No Record result letters from before BCS will not display because of Data Migration.

Sign Out

To sign out of BCS:

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



2. Select Sign out
 - a. The system closes out and takes you back to the BCS Home page

