

Department of Social & Health Services
Background Check Central Unit
November 2010

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In June of 2008, the Department of Social and Health Services (DSHS) awarded L-1 Enrollment Services with a contract to provide electronic fingerprinting services across the state of Washington. The contract is for 6 years of services and replaces the need to have fingerprints taken by local law enforcement agencies, state staff, and/or private contractors.

Frequently Asked Questions:

Q. What is a LiveScan Machine?

A. A LiveScan Machine is a small photocopy machine. It scans your fingerprints and creates electronic copies without the mess of ink and paper cards.

Q. What is the benefit of LiveScan fingerprinting?

A. LiveScan fingerprinting helps to reduce the number of fingerprint rejections and speeds up the process by allowing fingerprints to be sent electronically rather than through the mail.

Q. Do I have to have my fingerprints taken by L-1?

A. All programs require that you have your fingerprints taken by L-1. Contact the office requesting your prints for further information.

Q. What is the minimum age for being fingerprinted?

A. Eighteen (18) is the minimum age for being fingerprinted for all DSHS programs and services. L-1 Technicians will not print anyone under the age of 18. The Background Check Central Unit (BCCU) will conduct a Name and Date of Birth background check for a minor. Contact the office requesting your fingerprints for further information.

Q. In addition to the forms of identification listed on the Fingerprint Appointment Form, are there other forms of identification I can use?

A. Your identification must be a government issued ID and have a clear photo of you and your signature in order to be a valid form of ID. In addition to what is listed on your FP Appointment form, the L-1 technicians are allowed to accept:

- A current WA State Driver's Learning Permit
- A Current Passport from another country with a clear photo and signature
- A current British Columbia, Canadian driver's license (Both enhanced and non-enhanced versions)
- An expired Driver's License along with the paper copy of your new license issued by your local DMV or DOL

The L-1 Technician will not accept any form of expired ID by itself.

Q. How long will my fingerprint appointment take?

A. Appointments take about 15 minutes and must be scheduled in advance. Online appointment scheduling is available at www.L1Enrollment.com. You must be on time for your appointment. If you walk in without an appointment or show up late to your appointment, you will not be printed. Some of the fingerprinting sites **do not** allow children to be in the printing facility. Please call L-1 for more information: 1.888.771.5097.

Q. Is my personal information safe?

A. L-1 encrypts data before sending it over a secure network. In addition, L-1 utilizes industry standard full disk encryption to insure that personal information is secure on all live scan devices. Unused information is deleted from the system.

Q. Who gets the results of my fingerprint check?

A. All result letters are returned to the office that requested your fingerprints. Contact the requesting office to obtain copies of results. If you still need copies of your results, contact BCCU to request a records release form: 360-902-0299.

Q. How will I know when my prints have been rejected by the Washington State Patrol or the FBI?

A. If either the Washington State Patrol or FBI rejects your fingerprints, a reject letter will be sent to the office that requested your prints. When your prints are rejected, you will need to be printed again. Contact the office requesting your prints for more information.

Q. How do I re-schedule an appointment if my prints were rejected?

A. If your fingerprints were rejected by the Washington State Patrol or the FBI, you must call the L-1 scheduling call center to make an appointment to be re-fingerprinted: 1.888.771.5097. An appointment for reprinting cannot be scheduled online. Tell the call center staff that you are calling to schedule an appointment for reprints, and provide them with the OCA (Inquiry ID) number listed on your reject letter.

Q. How many times can my fingerprints be rejected?

A. There is no limit to the number of times that prints can be rejected by the Washington State Patrol. The Washington State Patrol will continue to reject prints until they determine they have the best set of fingerprints possible. The FBI will only reject prints two times before they will complete a national Name and Date of Birth check. Contact the office requesting your prints for more information.

Q. How long does it take BCCU, the Washington State Patrol, and the FBI to process a fingerprint check?

A. The time to process a fingerprint-based background check is about 6 to 8 weeks and depends on the Washington State Patrol and FBI response times.

Q. Can I schedule my fingerprint appointment for the same day that I call to schedule my appointment?

A. No. Same day appointments are not available. Your personal information must be sent to L-1 for validation before you can schedule an appointment. This information is sent nightly.

Q. Who do I call to get a status update for my results?

A. Contact the office that requested your fingerprints. They will contact BCCU and forward any status updates to you.

Q. How do I get “fingerprinted” if I am missing fingers, limbs, or both?

A. There is a special process in place for “printing” applicants who are missing any fingers, hands, or arms. Contact the office that requested your fingerprints for more information.

Q. How long is the result from my background check good?

A. Check with the office that requested your fingerprints.

Q. If an individual has had an FBI check completed for an agency other than DSHS, are new fingerprints required?

A. Yes. Current laws prevent sharing of fingerprint results between different state agencies. You will need to be fingerprinted again if you switch to another agency.

Q. Can I reuse my prints for other background checks or resubmit them to the Washington State Patrol if they were accepted the first time but rejected by the FBI?

A. No. Once Fingerprints have been processed by the Washington State Patrol they cannot be used again. If your fingerprints are rejected by the FBI you will need to be printed again.

Q. Is there anything I can do to improve my fingerprints?

A. The most common reason for rejected fingerprints is a lack of ridge detail in the scanned image. As people get older, fingerprints become lighter and more difficult to capture. Ridge detail can be affected by many things such as, continued use of paper products, chemical use, gardening, pottery, continued exposure to water...basically anything can cause poor ridge detail. To help combat this problem, hydrate your skin for several consecutive days before your appointment with a water-based lotion (such as corn huskers). On the day of your appointment do not use the lotion.

Q. Where can I find more information regarding the Fingerprinting or Background Check Process?

A. Contact the office that requested your fingerprints

A. BCCU Web site: www.dshs.wa.gov/msa/bccu/index.htm

A. BCCU Phone: 360-902-0299

A. L-1 Web site: www.l1enrollment.com/

A. L-1 Call center: 1.888.771.5097

A. Washington State Patrol Web site: www.wsp.wa.gov/