



## **Background Check – Fingerprint Processing Frequently Asked Questions**

### **Q. What is the Department of Early Learning (DEL) background check process?**

A. The DEL background check process is:

- All applicants who apply to work in a child care setting with unsupervised access to children must submit a completed background check form to the local DEL office.
- DEL field staff electronically enters the data into an internal system called “The Background Check Web Application.”
- The Department of Social and Health Services (DSHS) Background Check Central Unit (BCCU) submits the data to the Washington State Patrol (WSP).
- The BCCU processes the data and submits the results to DEL.
- DEL field staff review the BCCU results and then completes a character and suitability determination.
- DEL field staff complete the process by issuing a final determination of **qualified** or **disqualified**. The results are sent to the applicant and provider.

### **Q. What does “unsupervised access” mean?**

A. Unsupervised access is defined as “An individual that will or may have the opportunity to be alone with a child in child care at any time, for any length of time; and access that is outside of constant visual AND auditory range of the licensee, an employee authorized by DEL, or relative or guardian of the child in child care” (DEL Policy 10.5.1).

Washington Administrative Code 170-06 defines unsupervised access as follows: (a) An individual will or may have the opportunity to be alone with a child in child care at any time for any length of time; and (b) Access that is not within constant visual or auditory range of the licensee an employee authorized by DEL, nor a relative or guardian of the child in child care.”

### **Q. What is a character and suitability determination?**

A. The term “character and suitability” is often used to describe the overall suitability of an applicant to provide child care services. An applicant may not have a criminal background history or any substantiated findings from DLR/CPS. However, the applicant may have had their foster care license revoked for improper care. DEL may decide that the applicant does not have adequate “character and suitability” to be a child care provider.

DEL contracts with L-1/MorphoTrust to provide electronic fingerprinting services across the state of Washington. The contract began February 1, 2011 and replaces the need to have fingerprints taken by local law enforcement agencies, and/or private contractors.

### **Q. What is the difference between a local criminal history background check and a fingerprint check?**

A. A local criminal history background check is performed through the WSP. The results will identify if the applicant has a criminal history in Washington State. In other words, any arrests and convictions in Washington are listed on the report.

## Fingerprinting FAQ

A fingerprint check is currently only required for individuals who have lived in Washington for **less** than three (3) years. Fingerprints are sent to the Federal Bureau of Investigation (FBI) for a nationwide criminal history background check. An applicant who has been fingerprinted will have their entire criminal history (arrests and convictions) sent to DEL for further character and suitability determination. Applicants who are fingerprinted will also have the basic WSP criminal history background check performed

### **Q. What are the fingerprint requirements?**

A. According to RCW 43.215.215 (2), in order to determine the suitability of persons who have unsupervised access to children in licensed child care, **and** who have not resided in the state of Washington during the three-year period before being authorized to care for children, shall be fingerprinted.

### **Q. Can a fingerprint check be conducted for someone who has lived in Washington for over three years?**

A. Yes it can. There are no regulations prohibiting a fingerprint check for anyone that has lived in Washington over three years.

### **Q. If a person does not live in Washington, but works in Washington; do they need to have a fingerprint check?**

A. Yes, if a person is living in another state, but will have unsupervised access to children in a licensed child care in Washington, a fingerprint check has to be completed, regardless of how long they have worked in Washington (RCW 43.215.215)

### **Q. What is the process for fingerprinting with L-1/MorphoTrust?**

A. The changes are:

- The person (applicant) requiring a fingerprint check will submit a completed DEL background check form to the local DEL office (fingerprint card and fees will not be submitted to the local DEL office).
- The local DEL office will process the background check form and will send a fingerprint appointment form for the applicant to the provider.
- The applicant must then contact L-1/MorphoTrust to schedule an appointment at one of the statewide processing sites. The applicant and the licensee need to be in the same location to schedule the appointment and make payment.
- The applicant goes to the processing site to have the fingerprints processed using a LiveScan machine.

### **Q. Who pays for the fingerprint processing?**

A. The fingerprint criminal history record checks shall be at the expense of the licensee. The licensee may not pass this cost on to the employee or prospective employee, unless the employee is determined to be unsuitable due to his or her criminal history record. RCW 43.215.215(b)

The licensee will pay for the applicants fingerprint by one of the following methods:

- E-Check from Saving or Checking Account
- Credit or Debit Card
- L-1/MorphoTrust Enrollment Services Preapproved escrow account

## Fingerprinting FAQ

### **Q. How is the payment deducted from the licensee's account?**

**A. Debit/Credit** (any card with a Visa/MC/Discover/AE logo on it, regardless of where the funds are drawn from)– the credit card is charged when the appointment and payment information is completed and an authorization number is provided by the credit card company.

**E-Check** (any transaction where the bank account info is provided as means of payment) –the account is checked for available funds and the amount is placed on hold as a pending electronic funds transfer (EFT). Depending on a particular bank's processing schedule the funds may take up to 3 days to be charged/withdrawn from the account.

**Escrow** –funds in the escrow account are placed on hold when the appointment is made and the licensee indicates the escrow account information; if an applicant doesn't show up to their appt, the funds are put back to the escrow account; if the applicant is printed, the funds are charged to the escrow account.

### **Q. If the application doesn't show or cancels after payment is made, how can the licensee request a return of their funds?**

A. The refund policy is at the bottom of [L-1/MorphoTrust's home page](#). The licensee needs to submit a written request for the refund, and L-1/MorphoTrust's finance department processes the request. Email requests are accepted.

<https://wa.ibtfingerprint.com/>

### **Q. Does the applicant receive a confirmation once the appointment is completed?**

A. An e-mail confirmation will be sent to the application after the appointment confirmation is completed.

The applicant may need to check their spam/junk mail accounts as many email providers filter emails that appear to be system generated. Email confirmations will be from the following email address: [noreply@morphotrust.com](mailto:noreply@morphotrust.com)

### **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. What forms of identification can be used for identification at the fingerprint appointment?**

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

- US Driver's License, or any Federal, State, or Local Government issued ID (Including a Washington State Learner's Permit)
- Any US Armed Services ID (Army, Air Force, Navy, Marines, etc...)
- US Passport
- Foreign Passport (with photo and signature)
- Federally Recognized Tribal ID
- Student ID is acceptable for applicants under age 18

## Fingerprinting FAQ

The L-1/MorphoTrust technician will not accept any form of expired identification by itself.

### **Q. How long will a fingerprint appointment take?**

A. Appointments take about 15 minutes and must be scheduled in advance. Online appointment scheduling is available at [www.L1Enrollment.com](http://www.L1Enrollment.com). Applicants must be on time for their appointment. If an applicant walks in without an appointment or shows up late, L-1/MorphoTrust will not complete the printing process. Some of the fingerprinting sites **do not** allow children to be in the printing facility. Please call L-1/MorphoTrust for more information: 1.888.771.5097.

### **Q. Is personal information safe?**

A. L-1/MorphoTrust encrypts data before sending it over a secure network. In addition, L-1/MorphoTrust 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. How will I know when my prints have been rejected by the WSP or the FBI?**

A. If either the WSP 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.

When fingerprints are rejected by the WSP or the FBI, call the L-1/MorphoTrust 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. There is no charge for re-printing.

### **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 WSP. The WSP 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. Can L-1/MorphoTrust make appointments the same day?**

A. No. Same day appointments are not available. The applicant's personal information must be sent to L-1/MorphoTrust for validation before you can schedule an appointment.

### **Q. How is the status of the fingerprint results shared with the applicant or licensee?**

A. Contact the office that requested the fingerprints.

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

A. Yes. Current laws prevent sharing of fingerprint results between different state agencies.

### **Q. Can prints be reused for other background checks or resubmit them to the WSP if they were accepted the first time but rejected by the FBI?**

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

## Fingerprinting FAQ

### **Q. Is there anything an applicant can do to improve the fingerprint scan?**

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, or continued exposure to water. To help combat this problem, the applicant needs to hydrate their skin for several consecutive days before your appointment with a water-based lotion. On the day of the appointment, do not use the lotion.

### **Q. Where can I find more information regarding the fingerprinting process?**

A. Contact the office that requested your fingerprints or visit the DEL website:

[www.del.wa.gov/requirements/new/background.aspx](http://www.del.wa.gov/requirements/new/background.aspx)

L-1/MorphoTrust website: <http://www.l1enrollment.com/state/?st=wa>

L-1/MorphoTrust Call center: 1.888.771.5097