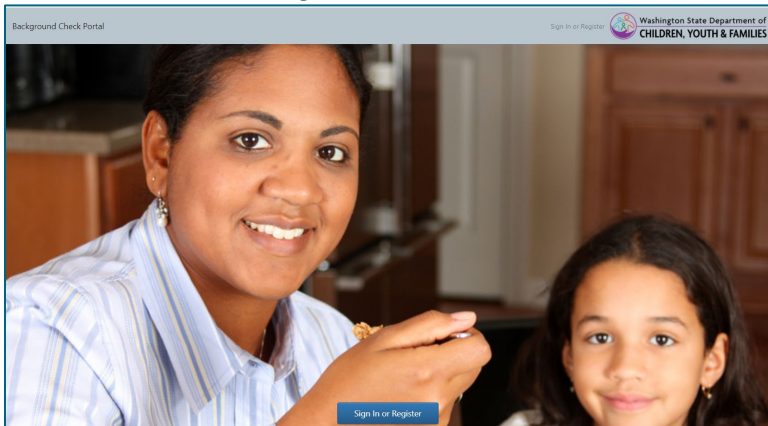


Submitting a Non-CPS Request

Before starting the application, please make sure the Signature Form is completed and uploaded to your computer. It will need to be uploaded in Step 3 of the application wizard.

1. Login to the Background Check Portal (BCP): <https://apps.dcyf.wa.gov/BackgroundCheckPortal/Welcome>. For best results, use Google Chrome browser.



2. The BCP homepage will appear (Figure 1). If you have any pending orders, the Pending Order screen will appear instead (Figure 2). Click on the Applications menu at the top, and click "View Application Page" to return to the homepage.

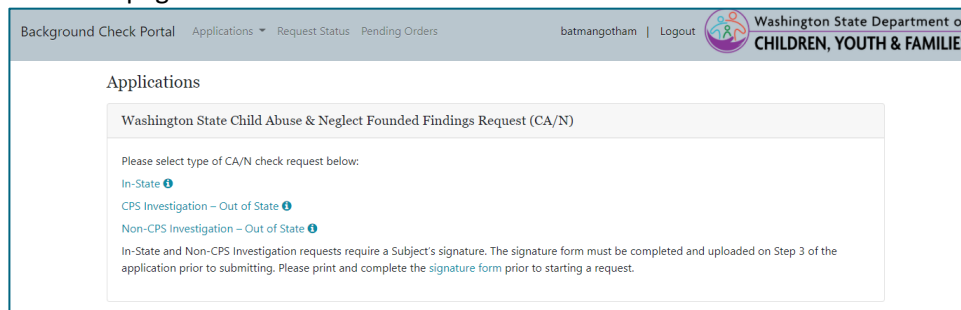


Figure 1:

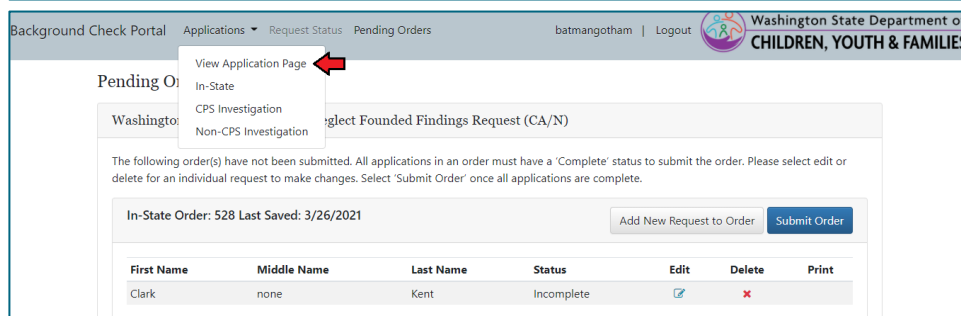


Figure 2:

3. Click on the Signature Form link to access the signature form. Have the subject sign (electronic signatures are not accepted) and date the form and upload it to your computer.

Applications

Washington State Child Abuse & Neglect Founded Findings Request (CA/N)

Please select type of CA/N check request below:

[In-State](#)

[CPS Investigation – Out of State](#)

[Non-CPS Investigation – Out of State](#)

In-State and Non-CPS Investigation requests require a Subject's signature. The signature form must be completed and uploaded on Step 3 of the application prior to submitting. Please print and complete the [signature form](#) prior to starting a request.

Authorization By Subject of Records Requested

By signing below, I authorize the State of Washington Department of Children, Youth, and Families to release my confidential information about the existence of any founded findings of child abuse or neglect to the requesting individual, agency or organization identified on the Child Abuse and Neglect Founded Findings Request.

SUBJECT'S SIGNATURE	DATE SIGNED
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DCYF CA/N Signature Authorization (03/2020)

4. Choose the “Non-CPS Investigation” application.

Washington State Child Abuse & Neglect Founded Findings Request (CA/N)

Please select type of CA/N check request below:

[In-State](#)

[CPS Investigation – Out of State](#)

[Non-CPS Investigation – Out of State](#)

5. Step 1 screen:

- a. Fill out the Requestor Information screen. The system will not allow you to proceed if a required field is left blank.
- b. Requestor’s primary and secondary email address: For requestors that use a shared group email, enter your individual email in the primary email address field and the group email in the secondary email address field. Both emails will receive the confirmation and result emails.
- c. Click “Next” when you are ready to proceed.

6. Step 2 screen:

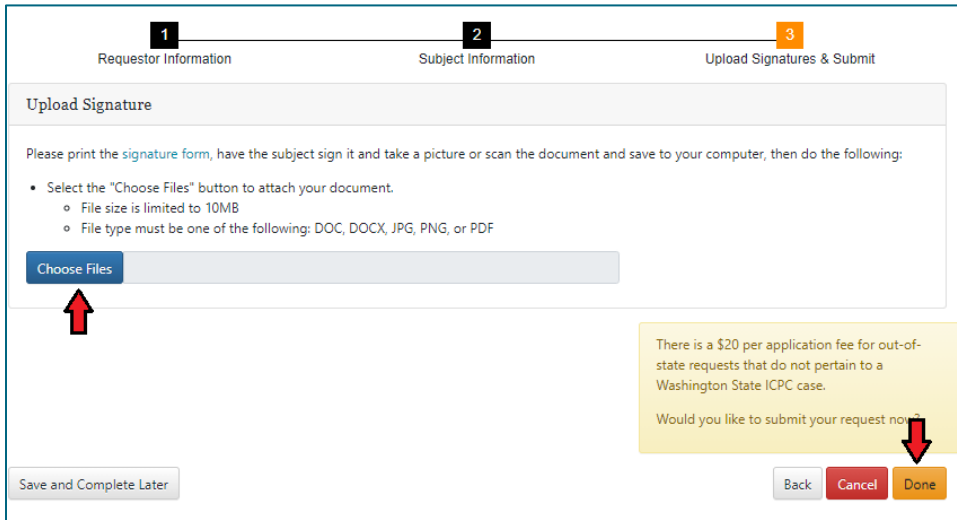
- a. Fill out the Subject Information screen. The system will not allow you to proceed if a required field is left blank.
- b. Please ensure you are entering the subject's date of birth in complete mm/dd/yyyy format.
- c. If the subject does not have a middle name or social security number (or did not provide one), please enter "none" as noted in those fields.
- d. If the subject does not know or remember their last WA address, please enter N/A in the "Mailing Address" field and provide the city they lived in. The zip code can be entered as "99999."
- e. Click on the blue "Click here to add Former Name" button to enter any alias names.
- f. Click "Next" when you are ready to proceed.

Revision Date: September 10, 2024

Eligibility & Provider Supports Division | Approved for Distribution by Jin Kim, Background Checks Supervisor

7. Step 3 screen:

- a. Upload the subject’s signed and dated signature form by clicking the “Choose Files” button.
- b. Click “Done” when you are ready to proceed.



8. A Request Submission pop-up box will appear:

- a. If there are no other applications that need to be submitted with this order, choose “I’m Finished Review Order.”
 - i. You will be taken to the Pending Order Screen to review your request before submitting it.
- b. If you need to submit more applications with this order, choose “I have more to submit.”
 - i. You will be taken back to Step 1 to start a new application.
- c. If you need to go back and edit or review this application, choose “Continue working on this request.”



9. Once the “I’m Finished Review Order” button is clicked, the Pending Order screen will appear. Locate your request/order and click the “Submit Order” button to submit your request.

- a. The print icon can be clicked to view a PDF version of the application.
- b. Click the “Edit” button if you need to make any changes to the application before submitting.
- c. Click the “Delete” button to delete the application if entered by mistake.

Washington State Child Abuse & Neglect Founded Findings Request (CA/N)

The following order(s) have not been submitted. All applications in an order must have a 'Complete' status to submit the order. Please select edit or delete for an individual request to make changes. Select 'Submit Order' once all applications are complete.

Non-CPS Order: 562 Last Saved: 3/26/2021 Add New Request to Order **Submit Order**

First Name	Middle Name	Last Name	Status	Edit	Delete	Print
Bruce	none	Wayne	Incomplete			

10. A confirmation email will be sent immediately to the primary and secondary email addresses entered.
- a. You must immediately mail the required fee and copy of the confirmation email to the address provided in the email. Your order/request cannot be processed until the payment is received.

Dear [REDACTED],

Your request for a CA/N History Electronic Check(s) (CHEC) has been successfully submitted!

If the \$20 per application fee applies to your request, the fee must be immediately mailed to the address below so that your request can be processed.

You can expect an email with the results in 7 to 10 **business days** after the application fee is applied to the order. Please wait 10 business days before you inquire about the status of your request. You can also view the application and subject result status by logging into the [Background Check Portal](#).

Questions regarding your CHEC request should be directed to the CA/N History Electronic Check Unit at CANhistorychecks@dcyf.wa.gov or by calling 1-800-998-3898.

Payment Instructions
To complete your request please print this email and send it with a check or money order to the address below.

Mail Payment to the Following Address
Department of Children, Youth, and Families
Attn: Fiscal
PO Box 40970
Olympia, WA 98504-0970

- b. Once the payment is received and processed by our fiscal department, a payment confirmation email will be sent as well.

Dear ----,

We have received your request for a CA/N check for the following subject:

Subject's Name: John Doe
Request ID: 12345
Order Number: 12

Your child abuse/neglect (CA/N) history request has been entered and is in process. A payment from ABCD EFGH, Receipt No. 67890 was applied to your CA/N history request.

You may check the status of your CA/N History Check on your account page.

- [Click here](#) to sign into Background Check Portal

All other questions regarding your CA/N history request should be directed to the CAN History Check Unit at CANHistoryChecks@dcyf.wa.gov or by calling 1-800-998-3898.

Sincerely,

Department of Children, Youth & Families
Financial Services Division
PO Box 40970
Olympia, WA 98504-0970
Receivables@dcyf.wa.gov

11. To check on the status of your request, click the “Request Status” button at the top of the screen.



- a. Using the search tool, use any of the available fields to search for the specific request you are looking for. Alternatively, you can input a date range to search for all requests made within a specific time period or click the search button with none of the fields entered to view a list of every request you have made.

The 'Request Status' search tool form includes the following fields and controls:

- Request Type:** A dropdown menu currently set to 'All'.
- Request Status:** A dropdown menu currently set to 'All'.
- Order Number:** A text input field.
- Request Date Range From:** A text input field with a placeholder 'mm/dd/yyyy'.
- Request Date Range To:** A text input field with a placeholder 'mm/dd/yyyy'.
- Request ID:** A text input field.
- Subject First Name:** A text input field.
- Subject Last Name:** A text input field.
- Buttons:** 'Search' (blue) and 'Clear' (grey).

- b. The status of a request will be listed in the “Request Status” column.

Request Date	Subject First Name	Subject Middle Name	Subject Last Name	Requestor First Name	Requestor Last Name	Agency Name	Request Type	Order#	Request ID	Request Status	Decision	Decision Date
03/04/2021	Donald		Duck				CA/N CPS Out of State			Complete Application	Founded Finding(s)	03/04/2021

- i. **Submitted – Awaiting Payment:** Request was submitted but payment has not been received.
- ii. **Submitted – Pending Review:** Request was submitted and is in our queue to process.
- iii. **Order Not Submitted:** Request was entered into the system but has not been submitted. These requests will be sitting in your “Pending Orders” screen.
- iv. **Withdrawn – Payment Not Received:** Request was withdrawn and archived due to non-payment.
- v. **Complete Application:** Request was completed and results were issued.
- vi. **Incomplete Application:** Request was partially entered but has not been completed or submitted.

12. Once your order is processed, the result email will be sent to the primary and secondary email addresses entered.

- a. Please do not submit duplicate requests as this may delay the processing of your request. To check on the status of your request, please use the system’s built-in status checking tool or email our unit at CANhistorychecks@dcyf.wa.gov or call 1-800-998-3898, option 1.