WEST VIRGINIA
Department of
Health &
Human
Resources
BUREAU FOR
CHILDREN & FAMILIES

SAFRAN
MorphoTrust USA

WV DHHR BCF Background Check Guide

Updated 3/31/2016

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Contacting Customer Service

Questions concerning results, remittance, or any other general questions should be directed to: WV DHHR BCF Background Unit at 304-356-4515 or email bcfbackground@wv.gov

 Questions concerning the www.IdentoGO.com website or scheduling should be directed to: MorphoTrust Customer Service at (855) 766-7746.

Overview of Live Scan Fingerprinting Process

Step # 1: Determine what type of background check is required
Each applicant will need either a CIB (State) only or both a CIB and FBI (state and federal) background check. For further details, please see "What Type of Background Check is Required?" on page 5.

Step # 2: Know your facility number. All facilities must have their correct eight digit FACTS (facility) number in order to complete the Statement of Criminal Record form and make a fingerprinting appointment. If you do not know your facility number, contact your WV DHHR Licensing Specialist to obtain it prior to completing the Statement of Criminal Record form and the fingerprinting registration process.

A potential facility that has not yet received a FACTS ID (facility number) should contact their Licensing Specialist to obtain one.

Step # 3: Scheduling an appointment. Appointments can be scheduled online at www.IdentoGO.com. For further scheduling instructions please see "Live Scan Fingerprint Registration," beginning on page 7.

Step # 4: Getting Fingerprinted.   Each applicant must go to the designated location where they were scheduled to be fingerprinted. Applicants must have government-issued identification, such as a driver's license, at the time of being fingerprinted. It is recommended that all applicants take a copy of the appointment verification, which can be printed out after completing the online registration process. Indicate the facility number and type of background check on the appointment verification.

Step # 5: Statement of Criminal Record (SOCR) and Remittance
A Statement of Criminal Record must be submitted for each applicant who has been fingerprinted. If an FBI background check is also required for an applicant, remittance must be submitted with their SOCR. Both the SOCR and remittance (if required) must be submitted before results will be released. Send this information

to The Background Unit at WV DHHR, Bureau for Children and Families. For further details, please see "Remittance Instructions" on page 6.

Step #6: Receiving Results. Anticipated time for receiving results should be approximately two weeks from the date the applicant is fingerprinted. Results cannot be mailed to the facility if the <u>Statement of Criminal Record</u> (SOCR) and/or payment for FBI (NCIC) background checks are not received. Please allow at least four weeks before inquiring about results.

What Type of Background Check is Required?

Consider the following descriptions/explanations for determining what type of background check is required.

Residential Child Care Facility Applicants:
A WV State (CIB) background check is required for each applicant. If an applicant currently lives outside of West Virginia, they are required to have a CIB check from their State of residency, *in addition* to a CIB check in West Virginia. To receive a State (CIB) only background check, select the following on the website: "WV State (CIB) Background Check Only"

A Federal Bureau of Investigation (NCIC) check is required if the applicant currently lives outside of West Virginia or has lived outside of West Virginia since turning 18 years of age. To receive a State (CIB) and a Federal (NCIC) background check, select the following on the website:
"Both WV State (CIB) and Federal (FBI/NCIC)"

Child Care Centers:
A WV State (CIB) background check is required for each applicant. To receive a State (CIB) only background check, select the following on the website:
"WV State (CIB) Background Check Only"

A Federal Bureau of Investigation (NCIC) check is required for any applicant who has lived outside West Virginia within the past five years, or has established residence outside West Virginia for more than one year since turning eighteen

years of age. To receive a State (CIB) and a Federal (NCIC) background check, select the following on the website:
"Both WV State (CIB) and Federal (FBI/NCIC)"

Background Checks for Foster and Adoption Applicants:
All foster and adoption applicants are *required to have both* a CIB (State) and NCIC (FBI/Federal) background check. To receive a State (CIB) and a Federal (NCIC) background check, select the following on the website:
"Both WV State (CIB) and Federal (FBI/NCIC)"

Remittance Instructions

All applicants are **required** to submit a **Statement of Criminal Record** and check payment (if applicable) to:

WV DHHR Bureau for Children and Families, Background Unit
350 Capitol Street, Room 730
Charleston, WV 25301-3711

West Virginia State Background Checks (CIB) – State Only

Payment is not required for a WV State (CIB) only background check.

West Virginia State (CIB) and Federal Background Checks (FBI/NCIC)

All applicants are **required** to submit payment in the amount of **$37.25**, payable to **WV DHHR BCF**, along with their **Statement of Criminal Record** to:

WV DHHR Bureau for Children and Families, Background Unit
350 Capitol Street, Room 730
Charleston, WV 25301-3711

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Live Scan Fingerprint Registration

DHHR BCF Applicant Registration – Live Scan locations

Registration Step 1, screen 1:
Applicant will select WV DHHR Bureau for Children and Families from main agency menu below:

West Virginia

Step 1:
Your program

Select the type of background check as it appears on your application form. If you are unable to determine the type of background check, please call MorphoTrust USA at (855) 766-7746 for assistance

Type of Background Check*

DHHR Bureau of Children and Families

Back   Cancel   Continue

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Registration Step 1, screen 2:

Applicant will then select correct option by choosing button to left of correct option for WV State & FBI background check or WV State Only background check:

State and FBI Option: Both WV State(CIB) and Federal (FBI/NCIC)

West Virginia

Step 1:
Your program

Reason for Fingerprinting'
 Both WV State (CIB) and Federal (FBI/NCIC)   WV State (CIB) Background Check Only

Back   Cancel   Continue

State Only Option: (WV State(CIB) Background Check Only)

West Virginia

Step 1:
Your program

Reason for Fingerprinting'
 Both WV State (CIB) and Federal (FBI/NCIC) WV State (CIB) Background Check Only

Back   Cancel   Continue

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Registration Step 1, screen 3:

Applicant confirms selection:

State and FBI option selected: DHHR Both State CIB and Federal FBI NCIC

West Virginia

Step 1:
Your program

Services

Service Name		
DHHR Both State CIB and Federal FBI NCIC	Edit	Delete

Add Service   Cancel   Continue

State Only option selected: DHHR WV State CIB Background Check Only

West Virginia

Step 1:
Your program

Services

Service Name		
DHHR WV State CIB Only	Edit	Delete

Add Service   Cancel   Continue

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Registration Step 2, screen 1:

Applicant then enters all required demographics and provides facility number in entry box show below:

West Virginia

Step 1: Your program	Step 2: Your details

First Name*	Last Name*	Middle Name	Suffix
test	applicant		

Alias First	Alias Last	Alias Middle	Alias Suffix	Social Security	Date of Birth	➕

Address Line 1*	Address Line 2

City*	Zip Code*	Country*	State

Home Phone*	Work Phone	Cell Phone

Stay Informed!

Providing your email address gives you access to real time updates with your enrollment and makes updates and status checks easier.

Email Address	Re-Enter Email Address

Date of Birth*	Gender*	Height*	Weight*
MM/DD/YYYY		ft. inch.	

Hair Color*	Eye Color*

Race*	Ethnicity	Skin Tone

Birth City*	Birth Country*	Birth State

Social Security	Confirm Social Security

Citizen Country*	Issuing State of ID	State or Drivers License ID	Drivers License Type

Facility Number*

Back	Save and Back	Cancel		Continue

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Facility Number* entry box:

Facility Number*

The facility number must be entered here.

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Registration Step 3, screen 1:

Applicant then selects location, date and time of fingerprint appointment. (Screen will show best match based on the zip code provided by applicant, but other sites or criteria can be searched as well.)

West Virginia

	Step 1: Your program	Step 2: Your details	Step 3: Your appointment				

Select Location:

Huntington - Denning Industrial Park
4510 Terrace Ave
Huntington, WV 25705

Today << < > >>

	Fri 06/20	Sat 06/21	Sun 06/22	Mon 06/23	Tue 06/24	Wed 06/25	Thu 06/26
09:00 AM	CLOSED	CLOSED	CLOSED				CLOSED
09:05 AM							
09:10 AM							
09:15 AM							
09:20 AM							
09:25 AM				FULL			
09:30 AM							
09:35 AM							
09:40 AM							
09:45 AM							
09:50 AM							
09:55 AM							
10:00 AM							
10:05 AM							
10:10 AM							

Available Appointment Time Schedule - Not Available In The Past - Not Available Site Closed - Not Available

Narrow times: Before Noon Noon to 4 PM After 4 PM All
Narrow results by: Supercenter Locations Only

Back Country [ ] State [ ] Zip Code 25309 Distance from ZIP(mi) [100] Go

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Registration Step 4, screen 1:

Applicant will be presented with a confirmation page to check all entered data and appointment information.

After reviewing and editing as necessary, Applicant can click "Submit and Continue".

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Registration Step 5, screen 1:

Applicant will be presented with a final confirmation screen showing appointment details, site address and directions, payment instructions <mark>(NA-Payment must be made to WVDHHR BCF-See Page 6 for instructions)</mark>, and reminders.

West Virginia

Step 1: Your program	Step 2: Your details	Step 3: Your appointment	Step 4: Your review	Step 5: Your confirmation

Print Your Appointment Confirmation and Select Your Payment Method

	DNU WV DHHR TEMP LIVE SCAN	$0.00

Appointment Details: Print

Name:
Registration ID Number:
Date:
Time:
Location:

Directions:

Get directions from Google Maps

Payment Instructions:

Click the "Pay Now" button (which will open a new window) to pay online by credit card or electronic check. If you are unable to complete payment or would like to pay on-site at the time of your appointment, click the "Finish" button.

If you chose to pay on-site at the time of your appointment, please remember that we cannot fingerprint you without payment.

The following payment methods are accepted on-site: money order, business check, or personal check.

Reminders:

Remember to bring a photo ID with you to your appointment. Acceptable forms of personal identification must be current and valid and include driver's licenses issued by any state; a passport; photo identification card issued by a municipality, county, or state in lieu of a driver's license; or a military ID.

If you learn that you cannot make your appointment, please call us to reschedule at least 24 hours prior to your scheduled appointment time.

If you need to inquire about the status of your fingerprints and the results, or have general questions about the process, please call our customer service center at (855) 766-7746.

Please print this page for your records and bring a copy to your appointment.

Pay Now   Finish

Applicant should print this page, noting the appointment date, time, location and other reminders, as shown.

Click "Finish" at the bottom of the screen. This completes the fingerprinting registration process.