

Frequently Asked Questions

Regarding Background Checks from SIs

WHAT IS A SUBJECT INDIVIDUAL OR AN SI?

A subject individual (SI) is an individual defined in Oregon statutes and Oregon Administrative rules who is required to have background check for a current or prospective position or placement.

WHAT IF I DO NOT RECEIVE AN EMAIL TO DO MY AUTHORIZATION AND DISCLOSURE SURVEY?

A SI will get an email for the Authorization and Disclosure only after the local contact (the “qualified entity designee” or QED) submits the background check:

1. Verify your QED has the correct email address and there were no data errors; verify the QED submitted the application.
2. Check your spam/junk email. The email is sent by “bcu.orchards@odhsoha.oregon.gov.”
3. If necessary, you can directly access the authorization and disclosure portal without the email. Request your application number from the QED and go to the Applicant Disclosure website: <https://www.orchardsbcu.com/Public/ApplicantDisclosure>.

WHAT SHOULD I DO IN THE AUTHORIZATION AND DISCLOSURE PROCESS ONLINE IF AN ERROR MESSAGE SHOWS: “NO MATCHES FOUND”?

This is the most common question BCU receives. Here are some ideas:

1. The last name must be exact as entered by the local contact or “qualified entity designee” (QED) where you are applying or getting a recheck – no extra spaces or characters
2. Verify the spelling of the last name with the QED. It should exactly match your government photo identification you provided to the QED.
3. If you have two last names– try the name with a hyphen and without a hyphen (e.g. Smith-Jones; if that does not work, try SmithJones).
4. Make sure you do not have any extra spaces before or after the Application Number or the Last Name.
5. Send a screenshot of the error message and how the application number, last name and date of birth shown on the disclosure screen the error message
6. Email bcu.orchards@odhsoha.oregon.gov with the error. We can investigate further.

WHAT BROWSER SHOULD BE USED?

1. MS Edge is the recommended browser.
2. Internet Explorer is not compatible with ORCHARDS – do not use.
3. Other browsers might not respond to uploading documents or other functions.
4. Email bcu.orchards@odhsoha.oregon.gov if you continue to have difficulties.

WHAT IF THE SCREEN FREEZES AND DOES NOT MOVE FORWARD?

This may happen on the disclosure pages. You may have entered too much information in the disclosure text box:

1. Instead of using the disclosure text box for your information, type: “info emailed to BCU.Info”
2. Send information to bcu.orchards@odhsoha.oregon.gov. Type your information in the email or attach and send us any documents that you would like us to review.
3. When you email bcu.orchards@odhsoha.oregon.gov, please include your name and the application number given to you.

WHAT ARE “RECHECKS”

A recheck is the renewal background check for an SI who already has an approved background check. To remain in good standing, your background check needs to be redone, usually every 2 or 3 years, depending on your job. BCU contacts all your employers/contacts when you need a renewal. During the recheck process, you may be asked to do multiple authorization and disclosure surveys until the background check is processed.

The earliest the recheck can start is 120 days prior to the background check expiration date. Once one background check is re-approved, all the future background checks can be approved as Portable (you will not need to do further authorizations and disclosures).

BACKGROUND CHECK UNIT

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<http://www.oregon.gov/DHS/BUSINESS-SERVICES/CHC/Pages/index.aspx>

You can get this document in other languages, large print, braille or a format you prefer. Contact Background Check Unit at 503-378-5470 or email bcu.info@dhssoha.state.or.us. We accept all relay calls or you can dial 711.