

## **TrustLine Web-Based Application (TWA) Implementation Frequently Asked Questions (FAQs)**

### **A. GENERAL TARP INFORMATION**

#### **1. What is the TrustLine Automated Registration Process (TARP)?**

**Answer:** TARP is an automated process that was developed under a contractual agreement, that allows an applicant to have his/her TrustLine application sent electronically to California Department of Social Services (CDSS) at the time his/her prints are rolled at a Live Scan Vendor (Safran/MorphoTrust USA) location. The fingerprints are transmitted electronically to the Department of Justice (DOJ) and the applicant information is transmitted electronically to CDSS concurrently.

#### **2. When will the TARP process no longer be available and why?**

**Answer:** Safran/ MorphoTrust USA owns proprietary rights to the TARP process. The contract with Safran/MorphoTrust USA expires on June 30, 2015 and cannot be renewed. CDSS put out a Live Scan bid in 2013 that included TARP, but no qualified bids were received.

#### **3. How many counties utilize the Safran/MorphoTrust USA TARP system?**

**Answer:** The TARP operates in 22 counties: Alameda, Butte, Contra Costa, Fresno, Kern, Los Angeles, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Siskiyou, Solano, Sonoma, Tehama, and Ventura.

#### **4. Will the Safran/MorphoTrust USA Live Scan machines remain in their current locations?**

**Answer:** With the expiration of the TrustLine contract, Safran/MorphoTrust USA Live Scan machines currently located in Community Care Licensing (CCL) Regional Offices will move. The Live Scan machines located at local Resources & Referrals R&R agencies will likely stay in those locations. Some Live Scan machines will move from CCL Regional Offices to R&R agencies.

#### **5. With the elimination of the contract with Safran/MorphoTrust USA, what are my options for ensuring that the providers have access to the Live Scan technology and that the TrustLine application data is entered on the TrustLine Registry?**

**Answer:** There are two options for counties consideration.

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**Option 1 – Manual Data Entry by CDSS or Local Entity:** This option is a two-step TrustLine registration process.

The County Welfare Department (CWD), Alternative Payment Program (APP), or local R&R agency provides the applicant with the appropriate TrustLine forms such as the In-Home Child Care Provider Subsidized Application (TLR 1), the Criminal Record Statement (TLR 508), and the Live Scan form, TLR #9163. The applicant completes and takes the forms to the local law enforcement agency or an authorized private Live Scan vendor that offer fingerprinting services (agencies may continue to provide a list of local Live Scan vendors to the applicant). After the prints are rolled, the vendor electronically transmits the fingerprint information to the Department of Justice (DOJ). The applicant returns to the CWD, APP, or R&R with the completed TLR 1 application form, TLR 508 and proof of fingerprinting. The CWD, APP or R&R may enter the application form into the CDSS TWA or at their discretion; the CWD, APP and R&Rs may choose to send their TLR1 applications to the Caregiver Background Check Bureau (CBCB) at the CDSS, via the local R&R agency, to be manually entered by CDSS staff into the TrustLine Registry. All paper TrustLine applications forms should be sent to the R&R for quality control purposes. The R&R will then send the paper applications to CBCB.

**Option 2 – Local Agreement with Live Scan Vendor:** This option is the one-step automated TrustLine registration process. The CWD, APP or local R&R agency may establish an agreement with a Live Scan vendor to fingerprint and enter the TLR 1 application form into the CDSS TWA website. The vendor will be given authorized access to the CDSS TWA to enter the TLR 1 application forms on the website. If the county chooses to establish an agreement with their current live scan vendor, that vendor may have access to a Web-service call feature. This Web-service call feature supports computer-to-computer interactions between the Live Scan vendor and CDSS TWA.

The applicant obtains the TLR 1 including the Criminal Record Statement (TLR 508), or TLR 9163. The applicant takes the forms to the Live Scan vendor for fingerprinting and entry of the TLR 1 applicant data onto the CDSS TWA. The Live Scan vendor rolls the applicant's fingerprints and transmits them electronically to the DOJ. The vendor also uses the CDSS TWA to enter in the individual's TrustLine application. All paper TrustLine application forms should be sent to the R&R for quality control purposes. The R&R will then send the applications to CBCB.

The agreement with the Live Scan vendor may include reimbursements of the costs associated with fingerprint/rolling fees and manually entering the TLR 1 applications.

The department will release detailed instructions on these two options.

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### **B. GENERAL TWA INFORMATION**

#### **1. What is the TrustLine Web-based Application?**

**Answer:** The current Live Scan vendor, Safran/MorphoTrust, while under contract with CDSS, developed a TWA that required the applicant to get fingerprinted at a Live Scan site and bring his/her application with proof of fingerprinting to the CWD, R&R, or the APP where the staff input the data using the on-line version of the TrustLine TWA application form.

#### **2. What is the difference between the CDSS TWA and Safran/MorphoTrust TWA?**

**Answer:** The department has developed and tested its own CDSS TWA system. This TWA site will be used upon the expiration of the current contract. There are minimal differences between the two systems. The new CDSS TWA will be housed at a different website portal. Agencies will be provided access to the online CDSS TWA TrustLine application.

#### **3. Has the TWA System that the CDSS developed been tested?**

**Answer:** In 2013, the CDSS developed its TWA system. This system was internally tested and was successfully piloted by the Riverside County Department of Public Social Services. Riverside County has been successfully using this tool since 2013. Additionally, several counties participated in two rounds of testing and minor edits have been made to the TWA system to allow for statewide implementation.

#### **4. Will the CDSS TWA be implemented statewide?**

**Answer:** Yes. The CDSS TWA will be implemented statewide.

#### **5. My county currently uses the TWA system, what impacts will the TARP contract expiration have on my county?**

**Answer:** All counties will transition to the CDSS TWA system. The change for existing TWA counties will be minimal. TWA counties will be provided a new link to the CDSS TWA site. The look and feel of the CDSS TWA site will be consistent with the prior site. There will be new USER IDs and Passwords.

### **C. APPLICANT FEE/REIMBURSEMENT**

#### **1. Are the applicants required to be reimbursed for the rolling fees and will the cost to the applicant change when the contract expires?**

**Answer:** There may be a change as the applicants in TARP counties haven't paid a rolling fee in the past and they may have to now depending on local decisions. The applicants are not required to be reimbursed. This provision is optional. Currently,

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the cost for a rolling fee averages \$20-\$25. The counties will continue to have the flexibility to reimburse applicants for rolling fees.

### **2. Will the CWDs receive instructions on how to request reimbursement for rolling fees?**

**Answer:** Yes. Instruction regarding the TrustLine Web Application Reimbursement options is posted on the [TrustLine Page](#).

### **3. Can the APPs, local R&R agencies or the California Child Care R&R Network be reimbursed by CDSS and/or the California Department of Education (CDE) if they choose to cover the Live Scan fee?**

**Answer:** Yes. The APPs, local R&R agencies or the California Child Care R&R Network can be reimbursed if they choose to cover the Live Scan fee. For detailed reimbursement options please go to the [TrustLine Page](#).

### **4. How will costs be covered in the new CDSS TWA system for Stage Two and Stage Three, CCDBG and Alternative Payment Programs?**

**Answer:** For how costs will be covered in the new CDSS TWA system for all Stages please go the [TrustLine Page](#).

## **D. IMPLEMENTATION/CDSS TWA PORTAL**

### **1. When can counties begin transitioning to the CDSS TWA system?**

**Answer:** Over the course of the next few months, the department will transition from the Safran/MorphoTrust USA TARP and TWA systems to a CDSS TWA secure website. All 58 CWDs, APPs, the local R&R agencies will be provided with a link to the CDSS' TWA portal. Counties that volunteered to Pilot the CDSS TWA System will test April 27, 2015 to May 8, 2015. The single allocation will be augmented to cover the costs associated with applicants fingerprint rolling fees.

### **2. How can I obtain a USER ID and password?**

**Answer:** The Information Services Division (ISD) at CDSS will issue the User IDs and passwords. The CWDs are responsible for designating a Single Point of Contact (SPOC) who will serve as site administrators and who will be given access to the portal. If needed, you may identify two SPOCs. The names of the SPOCs will be submitted to the CDSS/ISD Help Desk for authorized access to the CDSS TWA portal. SPOCs will be able to generate user IDs and passwords to other authorized users in their county.

The Network has agreed to serve as a SPOC for the R&R agencies and APPs. If a county chooses an R&R and APP to manually enter the applications into the secure website, this does not preclude the county from designating a SPOC.

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If your county chooses to use a third party vendor utilizing a web-service call option with CDSS, a SPOC is not necessary as the security authentication is intended to be incorporated into the web-service call system. However, using a third party vendor web-service call option does not preclude a county from designation a SPOC.

### **3. Will the portal link allow for a status check of TrustLine applications online?**

**Answer:** No. This system only allows for data entry of the TLR 1 applications. The R&R Network will continue to provide a toll-free phone number for information on the status of an application.

The toll-free number is: 1-800-822-8490

### **4. Does the CDSS TWA portal work with all browsers?**

**Answer:** Yes. The portal does work with all webpage browsers.

### **5. Will there be training provided on how to use the CDSS TWA portal?**

**Answer:** Yes. Community Care Licensing Division will coordinate with the R&R Network to deliver training on how to use the CDSS TWA website and the new revised TLR 1 application form. The webinar for the new CDSS TWA will be conducted in **two sessions both on Thursday, May 21, 2015; one at 10:00AM and the second at 2:00PM.**

## **E. THE TLR 1 APPLICATION FORM AND QUALITY ASSURANCE**

### **1. What is the turnaround time for processing the applications that are mailed to CDSS/CBCB for data entry?**

**Answer:** If counties are “batching” the applications that they send to the local R&R, it could take longer. On an average, it takes 2 weeks after the applications are received by the CDSS/CBCB to process them.

### **2. For applications that are entered into the CDSS TWA system, do they have to be mailed to the R&R or sent to the CBCB?**

**Answer:** The TrustLine applications should be sent or delivered to the local R&R. The R&R Network and local agencies have a contractual agreement with CDSS to review TLR 1 applications for accuracy and completeness. The R&R reviews applications for errors as well as incorrect IDs (to verify that the applicant is 18 years of age or older). This minimizes incomplete applications being sent to the CBCB.

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### 3. Where can applicants go to have their fingerprints taken?

**Answer:** There is a listing of Live Scan vendors in California on the DOJ Office of Attorney General website. You can access the Live Scan vendors in California at:

<http://ag.ca.gov/fingerprints/publications/contact.php> .

### 4. Can you provide a description of the fingerprint rolling process and where the data goes after the fingerprints are completed?

**Answer:** The rolling of fingerprints is done electronically by current fingerprinting technology. This technology electronically transfers images of fingerprints and personal information to the Department of Justice (DOJ) in a matter of seconds. The results of the DOJ fingerprint check are sent electronically to CCL. For a more detailed description of the process you can click on the CCL website below:

<http://cclid.ca.gov/PG405.htm>