



JOHN A. WAGNER
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



ARNOLD SCHWARZENEGGER
GOVERNOR

June 12, 2008

ALL COUNTY INFORMATION NO. 1-45-08

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY CHILD CARE COORDINATORS
ALL COUNTY WELFARE TO WORK COORDINATORS
STAGE ONE ALTERNATIVE PAYMENT PROGRAM PROVIDERS

SUBJECT: TRUSTLINE PAMPHLETS FOR CALIFORNIA WORK OPPORTUNITY
AND RESPONSIBILITY TO KIDS (CalWORKs) STAGE ONE
PARENTS AND CHILD CARE PROVIDERS

REFERENCE: ALL COUNTY LETTER 08-04, MANUAL OF POLICIES AND
PROCEDURES (MPP) SECTION 47-301.1

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

The purpose of this All County Information Notice (ACIN) is to provide counties reproducible copies of two informational pamphlets that will assist CalWORKs parents and/or guardians and child care providers in understanding the recent Trustline regulation changes. MPP Section 47-301.1 requires counties to inform families of the availability of child care subsidies and to ensure families have access to child care subsidies. These pamphlets were produced by the California Department of Social Services (CDSS) to strengthen state and county efforts to communicate with and educate CalWORKs families and child care providers on the new Trustline registration requirements.

One pamphlet (PUB 438) targets the CalWORKS parents and/or guardians of children using license-exempt subsidized child care providers. This pamphlet defines the Trustline Registry and its role in improving the health and safety of children. The pamphlet also addresses the parent/guardian's responsibility as well as the child care provider's responsibility in the Trustline registration process.

The other pamphlet (PUB 439) is focused on information for child care providers. The provider pamphlet also defines the Trustline Registry, discusses the responsibilities of the provider and the parents/guardians, and provides information about crimes that may result in denial of their Trustline registration.

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CDSS recognizes that many counties may have created informational material for Trustline or are currently in the process of creating such information and encourages the continuation of those efforts. The attached materials are provided to augment Trustline outreach efforts as needed by the counties. Counties are encouraged to reproduce and distribute the pamphlets at their own discretion.

If you have any questions please contact Ms. McCaulie Reich, Child Care Programs Bureau, at (916) 657-2144.

Sincerely,

Original Document Signed By:

VENUS GARTH, Chief
Child Care and Refugee Programs Branch

Attachments

c: CWDA

Child Care Assistance

Do you need help finding a child care provider?

The California Resource and Referral Network will assist you with locating available licensed child care centers and licensed child care homes in your area.

To find the local child care R&R in your area please call the number or visit the website below:

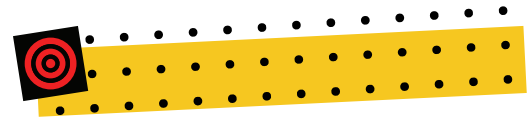
(800) KIDS-793 or (800) 543-7793

www.rrnetwork.org

Questions?

Contact your local County Office of Social Services:

County contact information or stamp:

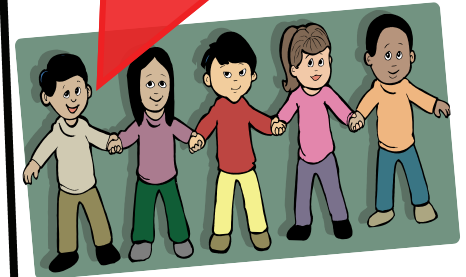


State of California
Department of Social Services
Health and Human Services Agency



PARENT PAMPHLET

Have you chosen a friend, neighbor or relative to care for your child?
If so, read this pamphlet!



Changes to the Trustline Registration Requirements

On February 1, 2008, the California Department of Social Services implemented changes to the Trustline background check requirements for license-exempt California Work Opportunities and Responsibility to Kids (CalWORKs) Stage One child care providers.

Child care payments that were previously made to CalWORKs child care providers who were pending Trustline registration are no longer permitted. **Child care payments will be retroactively paid when a Stage One child care provider becomes Trustline registered.**

What is the Trustline Registry?

Trustline is the registry of license-exempt child care providers who have been fingerprinted and have received clearance of their background check by:

- **The California Department of Justice:** Checks the Automated Criminal History System (ACHS) for arrests and convictions in California and checks the California Child Abuse Central Index (CACI) for substantiated child abuse reports.
- **The United States Federal Bureau of Investigations:** Checks arrests and convictions across all 50 states.

Trustline is one of the nation's most extensive criminal background check registries and is used to ensure that the child care providers who are being paid for child care services have no previous criminal or child abuse history that might place children in subsidized child care in danger.

Who will be impacted by the new payment requirements in the Trustline regulations?

After February 1, 2008, child care providers who are license-exempt, and who provide care to children receiving CalWORKs or other subsidized child care will be affected by the new Trustline requirements. Grandparents, aunts and uncles of the child in care are not required to register with Trustline.

If you think your child care provider is already registered with Trustline, please call Trustline at (800) 822-8490 to find out.

Your Responsibility as a Parent

You should make every effort to choose a provider who will create a safe and healthy environment for your child. You must inform any license-exempt child care providers that they have to be Trustline registered in order to get subsidy payments from the County Welfare Department (CWD) or the Alternative Payment Program (APP). If a provider has taken care of children and has not received subsidy payments from the CWD or APP, the provider may try to get payment directly from you.

Your Provider's Responsibility

To get paid for providing child care, your provider must become Trustline registered. To get Trustline registered, he/she must go through several steps:

- Have his/her fingerprints taken at a Live Scan site.
- Submit his/her completed Trustline application form within seven days of their provider orientation.
- Answer all the questions honestly and give the most current information.
- Provide complete information about any criminal history he/she may have.



Providing care while going through the Trustline registration process

Your provider is allowed to care for children while his/her Trustline application is being processed. However, it is important to understand that your provider will **not** get paid for the care he/she provides until **after** he/she has successfully completed Trustline registration. If your provider's Trustline registration takes more than 120 days, he/she will get paid retroactively for only 120 days. If your provider's Trustline application is denied or closed, he/she will not get paid for any care he/she provided while going through the registration process.

What will lead to the denial or closure of a Trustline application?

A Trustline application can be denied or closed for several reasons. Sometimes, when CDSS denies your provider's application because of something in his/her criminal history, he/she is given a chance to explain and ask for an "exemption." However, there are some crimes that are not "exemptible." If your provider has a conviction for one of these crimes, he/she will not be able to be Trustline registered.

The list of crimes can be found online at:

http://ccl.dss.cahwnet.gov/res/pdf/non_exempt.pdf

Also, if your provider fails to reveal any conviction on his/her Trustline application, his/her application may be denied or registration may be delayed.

How do I know if my provider has been registered on Trustline?

It is important that you keep in contact with your child care coordinator so that you know when your provider becomes registered on Trustline or when his/her Trustline application has been denied or closed.

If the provider you have selected has not been Trustline registered after 30 days, you may contact Trustline at (800) 822-8490 to get an update on your provider's status. You will need the provider's full name and identification number to obtain his/her status. You always have the option to choose another provider or wait for the final notification. However, the CWD or APP will only make retroactive payments up to 120 days if the provider becomes Trustline registered.

LICENSE-EXEMPT PROVIDER PAMPHLET

What is my status on Trustline?

All Trustline applicants will receive a letter from the California Department of Social Services (CDSS) confirming the results of their Trustline background check.

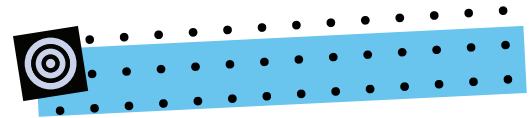
If it has been 30 days or more since you applied to Trustline and you have not received a letter from CDSS, or if you have any other questions about Trustline, please call Trustline at:

1-800-822-8490

Questions?

Contact your local County Office of Social Services:

County contact information or stamp:



State of California
Department of Social Services
Health and Human Services Agency



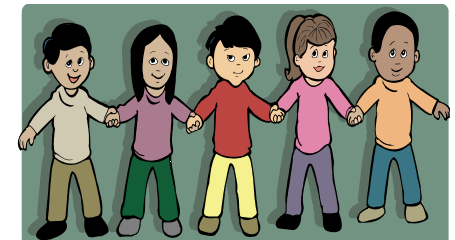
Are you a child care provider who is applying to Trustline?

If so, read this Pamphlet!

Trustline Registration Requirements

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Child care payments that were previously made to CalWORKs child care providers who were pending Trustline registration are no longer permitted. **Child care payments will be retroactively paid when a Stage One child care provider becomes Trustline registered.**



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Trustline is one of the nation's most extensive criminal background check registries and is used to ensure that the child care providers who are being paid for child care services have no previous criminal or child abuse history that might place children in subsidized child care in danger.

Who will the new Trustline requirements affect?

After February 1, 2008, child care providers who are license-exempt, and who provide care to children receiving CalWORKs or other subsidized child care will be affected by the new Trustline requirements. Grandparents, aunts and uncles of the child in care are not required to register with Trustline.

If you think you are already registered with Trustline, please call Trustline at (800) 822-8490 to find out.

Your Responsibility as a Provider

To get paid for providing subsidized child care, you must become Trustline registered. To become Trustline registered, you must go through several steps:

- Have your fingerprints taken at a Live Scan site.
- Submit your completed Trustline application form within seven days of your orientation.
- Remember to answer all the questions honestly; give the most current information.
- Give complete information about any criminal history you may have.



Providing care while going through the Trustline registration process

You are allowed to care for children while your Trustline application is being processed. However, it is important to understand that you will **not** get paid for the care you provide until **after** you have successfully completed Trustline registration. If your Trustline registration takes more than 120 days, you will be retroactively paid for only 120 days. If your Trustline application is denied, you will not be paid for any care you provided while going through the registration process.

The Parent's/Guardian's Responsibility

Parents and guardians must inform any license-exempt child care providers that they have to be Trustline registered in order to get subsidy payments from the County Welfare Department (CWD) or the Alternative Payment Program (APP). If a provider has taken care of children and has not received subsidy payments from the CWD or APP, the provider may try to get payment directly from the parent/guardian.



What crimes will lead to the denial of Trustline registration?

A Trustline application can be denied or closed for several reasons. Sometimes, when CDSS denies your provider's application because of something in his/her criminal history, he/she is given a chance to explain and ask for an "exemption." However, there are some crimes that are not "exemptible." If your provider has a conviction for one of these crimes, he/she will not be able to be Trustline registered.

The list of crimes can be found online at:

http://ccl.dss.cahwnet.gov/res/pdf/non_exempt.pdf

Also, if your provider fails to reveal any conviction on his/her Trustline application, his/her application may be denied or registration may be delayed.

Are you a great grandparent, great aunt, or great uncle currently providing care?

Great grandparents, great aunts and great uncles who were being paid to provide child care before February 1, 2008, are not required to register with Trustline. However, if you stop providing child care services and start again at a later date, or if you decide to care for children to whom you are not related, you will then be required to register with Trustline.

Grandparents, aunts and uncles of the child(ren) in care are still exempt from the Trustline requirement.