January 5, 2017

ALL COUNTY INFORMATION NOTICE NO. I-97-16

TO: ALL COUNTY WELFARE DIRECTORS
    ALL COUNTY CHILD CARE COORDINATORS
    ALL WELFARE TO WORK COORDINATORS
    ALL CONSORTIA REPRESENTATIVES

SUBJECT: THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
         (CDSS) TRUSTLINE WEB-BASED APPLICATION
         SYSTEM FOR TRUSTLINE PROVIDER APPLICANTS

REFERENCE: ALL COUNTY WELFARE DIRECTORS LETTER (MAY 14, 2015)
           COUNTY FISCAL LETTER 14/15-16 (SEPTEMBER 5, 2014)
           COUNTY FISCAL LETTER 14/15-71 (JUNE 30, 2015)

INTRODUCTION

TrustLine is California’s registry of license-exempt child care providers who have been through a criminal background screening and clearance process. TrustLine is administered by the CDSS and the California Child Care Resource and Referral Network (Network). The purpose of this All County Information Notice is to provide a review of the guidance provided to the county welfare departments (CWDs) regarding the implementation of the CDSS TrustLine Web-based Application (TWA) system. Most of the processes and options have remained the same; however, there has been one change to the claiming process.

On July 1, 2015, the CDSS implemented the TWA system, an online TLR 1 (In-Home Child Care Providers Subsidized Application) form that is used to electronically submit the TrustLine applicant information to the CDSS. This change included the issuance of a new website link, a User ID, and password access to the online TLR 1 form so that CWDs, Alternative Payment Programs (APPs), Resource and Referral (R&R) agencies and the Network can manually enter their TLR 1 applications.
The TWA website is located at: https://secure.dss.ca.gov/ccld/TLRWA/frmlogin.aspx

There are two data entry options that were developed to ensure the successful transition to TWA.

OPTIONS TO ENTER THE TLR 1 ON THE CDSS TWA WEBSITE

Option 1 – Manual Data Entry by CDSS or a Local Entity:

The applicant is fingerprinted at a Live Scan site and brings his/her TLR 1 application form with proof of fingerprinting to either the CWD, R&R agency, or the APP. The designated staff at the CWDs, local R&R agency, or APPs enters the TLR 1 information on the portal link provided by the CDSS. All paper TLR 1 application forms should be sent to the R&R agency for quality control purposes. The R&R agency then sends the paper applications to the CDSS Caregiver Background Check Bureau (CBCB).

Option 1 Flowchart (Attachment I)

Option 2 – Local Agreement with Live Scan Vendor:

The CWDs may develop an agreement with the Live Scan vendor to fingerprint and enter the TLR 1 into the CDSS TWA system. The vendor will be given authorized access to the CDSS TWA to enter the TLR 1 applications. The agreement may include reimbursements of the costs associated with fingerprint/rolling fees and manually entering the TLR 1 application forms.

The CWDs may also develop an agreement with the local R&R agency or APP to administer their TrustLine program. The R&R or APP can opt to develop an agreement with a Live Scan vendor to handle the fingerprinting process while these agencies perform the data entry and reimbursement functions.

All paper TLR 1 applications forms should be sent to the R&R agency for quality control purposes. The R&R agency will then send the paper applications to CBCB.

Option 2 Flowchart (Attachment II)

WEB SERVICE CALL (WSC)

The WSC feature is available under Option 2 – Local Agreement with Live Scan Vendor. This WSC feature supports computer-to-computer interactions between the Live Scan vendor and the CDSS TWA. The WSC computer application allows the vendor to manually enter the application forms and submit the information electronically to the CDSS TWA through their system. If the county chooses to establish an agreement with a Live Scan vendor, the vendor may have access to the WSC feature.
However, the CDSS has the discretion as to whether to grant a Live Scan vendor the capability to access the CDSS TWA system using the WSC feature.

**LIVE SCAN VENDORS**

The link below includes a listing of Live Scan vendors in California on the Department of Justice (DOJ) Office of Attorney General website that applicants can go to have their fingerprints taken.

[Live Scan Vendor Locations by County](#)

**REIMBURSEMENT AND CLAIMING OPTIONS**

**STAGE ONE**

- The current process for reimbursement between the CDSS and CWDs to claim some or all of the child care subsidy programs through the CEC process remains the same for Stage One. The Program Code (PC) 902 (Child Care TrustLine) and Type of Expense Code (TOE) 068 (Direct Costs) will remain active. The CWDs can continue to claim costs for rolling fee reimbursements and data entry through the CEC process by using this mechanism for Stage One. The single allocation covers costs associated with administering the TrustLine program.

The CWDs may establish an agreement with their R&R or APP to process fingerprint rolling fees and data entry of TLR 1 applications for the Stage One child care program. Invoices from the local R&Rs and APPs may be submitted to the Network for processing. The Network will reimburse the R&R agency or APP for the costs of fingerprint rolling fees and data entry of the TLR 1 application. The agreement can include a $5 fee per TrustLine application for manual data entry associated with the CDSS TWA and an average of $25 for the fingerprinting rolling fee for subsidized TrustLine applicants.

- If the CWD chooses not to establish a local agreement and administers their own TrustLine process, they can elect to reimburse the provider for the rolling fee incurred. The provider may receive an average rolling fee reimbursement of $25 and the CWD can claim this expense through the CEC process.

**CHANGE**

Effective with the March 2017 quarter, TrustLine expenses associated with fingerprinting rolling fees and manual data entry for Stages Two and Three are no longer claimed through the CEC process. The March 2017 quarterly CFL will include details. Additional child care claiming instructions are also provided in CFL No. 14/15-16 dated September 5, 2014.

CALIFORNIA DEPARTMENT OF EDUCATION (CDE) CONTRACT WITH THE NETWORK

- The CDE has developed an agreement with the Network to allow the local R&R agencies and APPs to process invoices related to Stages One, Two, and Three, the California Alternative Payment Program (CAPP), and/or the California Migrant Alternative Payment Program (CMAP) programs effective July 1, 2016.

- The Network will reimburse the R&R agency or APP for the rolling fees and data entry of the TLR 1 applications for these CDE programs.

- The Network will separate out costs associated with Stage One from costs associated with Stage Two, Stage Three, CAPP, and CMAP programs.

- These reimbursement options are only intended for the 22 specified counties that transitioned from the TrustLine Automated Registration Process to the CDSS TWA on July 1, 2015 (Attachment III).

BILLING CODE ON TLR 1 APPLICATION

Counties have been given a billing code for the TLR 1 application form to ensure the fees associated with the background check process (with the exception of the rolling fees) are charged directly to CDSS under an Interagency Agreement with the DOJ. The fees include the DOJ fees for the check of the California Criminal Records, Child Abuse Central Index, and Federal Bureau of Investigation databases.

CDSS TWA WEBSITE TRAINING

Training is available on the CDSS website for authorized users on utilization of the CDSS TWA website and the revised TLR 1 application. Training is also available for Single Point of Contacts (SPOCs). The SPOC serves as a website administrator. They are responsible for administering User IDs and passwords for their county users of the CDSS TWA. The Network is the SPOC for all R&R and APPs. Both trainings can also be accessed at the following link: CalWORKs Child Care. Additional resources related to the TWA system are also located on this website.
If you have any questions regarding this letter, please contact your Child Care Programs Bureau analyst at (916) 657-2144.

Sincerely,

Original Document Signed By:

KIMBERLEY JOHNSON, Chief
Child Care and Refugee Programs Branch
ATTACHMENT I
California Department of Social Services (CDSS) TrustLine Web-Based Application System (TWA) Option One

The applicant obtains the TrustLine Registry Application (TLR1) including the Criminal Record Statement (TLR 508) and the Live Scan (TLR 9163) form from the APPs, CWDs, or R&R. (If printed through law enforcement, then the TLR 9163 is needed.)

The applicant brings their TLR 9163 to their local law enforcement department or to any Live Scan (LS) vendor who offers fingerprinting services to the public. The LS vendor will electronically send fingerprints and application information to the Department of Justice (DOJ).

DOJ transmits prints to the FBI; the FBI returns results to the DOJ. DOJ will send the results of the DOJ and FBI background checks to the CDSS.

The applicant must bring the completed TLR 9163 and the TLR 1 back to the APP, CWD, or R&R or these forms can be picked up by the APP, CWD, or R&R from the LS location.

Route 1: The APP, CWD, LS or R&R enters the data from the TLR 1 into the CDSS-TWA system.

Route 2: If the CWD, APPs, LS vendor and R&R chooses not to enter the data from the TLR 1 using the CDSS-TWA system; the applications will be mailed by the R&R to CDSS for manual data entry.

If the R&R does not already have the application, it obtains the application from the applicant or the APP, CWD, or other agency to monitor quality control prior to sending the applications to CDSS.

The Network notifies the local R&R the status of the applicant’s background check.

CDSS transmits background check results to: Network and to the applicant.

Key
- CDSS: California Department of Social Services
- APPs: Alternative Payment Programs
- CWDs: County Welfare Departments
- DOJ: Department of Justice
- LS Vendor: Live Scan Vendor
- Network: CA Child Care Resource & Referral Network
- R&R: Resource and Referral Program
- TLR 1: TrustLine Registry Application Form
- TLR 508: Criminal Record Statement
- TLR 9163: Request for Live Scan Services for TrustLine Applicants.
- TWA: TrustLine Web-Based Application
The CWD, APPs or R&R may establish an agreement with a Live Scan (LS) vendor to fingerprint and enter the TLR 1 data in the CDSS-TWA system.

The applicant obtains the TrustLine Registry Application (TLR 1) including the Criminal Record Statement (TLR 508), or TLR 9163 from the CWD, APP, or R&R. (If the applicant will be printed through a law enforcement agency then the TLR 9163 LS form is needed.)

The applicant brings the TLR 1 to the LS vendor for fingerprinting. The LS vendor confirms the applicant’s name, ID and information. Next, the technician rolls the applicants fingerprints. LS Vendor enters the TLR 1 data on to the CDSS TWA System. LS Vendor transmits fingerprint and application information to DOJ. The paper application shall be sent to the R&R for quality control.

DOJ transmits prints to FBI; the FBI returns results to DOJ.

The DOJ will send the results of the DOJ and FBI background checks to the CDSS. CDSS will notify the applicant and the Network.

The R&R Network notifies the local R&R.
ATTACHMENT III

The 22 original TrustLine Automated Registration Process Counties

1. Alameda
2. Butte
3. Contra Costa
4. Fresno
5. Kern
6. Los Angeles
7. Orange
8. Riverside
9. Sacramento
10. San Bernardino
11. San Diego
12. San Francisco
13. San Joaquin
14. San Luis Obispo
15. San Mateo
16. Santa Barbara
17. Santa Clara
18. Solano
19. Sonoma
20. Siskiyou
21. Tehama
22. Ventura