

January 2, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 19-113

This All County Letter (ACL) is to inform counties of and instruct them on the reimbursement options available for TrustLine services for California Work Opportunity and Responsibility to Kids prospective Stage One Child Care providers.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

January 2, 2020

ALL COUNTY LETTER (ACL) NO. 19-113

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

SUBJECT: **TRUSTLINE WEB-BASED APPLICATION
SYSTEM REIMBURSEMENT OPTIONS FOR TRUSTLINE
SERVICES**

REFERENCE: [ALL COUNTY INFORMATION NOTICE I-97-16 \(January 5, 2017\)](#)
[ALL COUNTY WELFARE DIRECTOR LETTER \(May 14, 2015\)](#)
[COUNTY FISCAL LETTER 14/15-16 \(SEPTEMBER 5, 2014\)](#)
[COUNTY FISCAL LETTER 14/15-71 \(June 30, 2015\)](#)

INTRODUCTION

The purpose of this ACL is to provide guidance to County Welfare Departments (CWDs) regarding the reimbursement options available to counties statewide for TrustLine Web-based Application (TWA) processing including fingerprinting costs.

BACKGROUND

License-exempt child care providers are required to be TrustLine registered in order to be eligible to receive subsidy payments. This helps ensure the health and safety of all children in license-exempt child care. 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 Caregiver Background Check Bureau (CBCB) at the California Department of Social Services (CDSS) and the California Child Care Resource & Referral Network (Network).

Currently in California, 22 counties can get reimbursed for the TrustLine live scan fingerprinting fees and receive \$5.00 for the data entry of each TrustLine application. Reimbursement of these activities can either be through the county expense claim process or through an agreement with the local Resource and Referral (R&R) and Alternative Payment Program (APP) agencies.

CHANGES EFFECTIVE JULY 1, 2019

Effective July 1, 2019, all 58 counties will be able to receive TrustLine fingerprint fee reimbursements and the \$5.00 fee for the data entry of a TrustLine application. All CWDs may enter into an agreement with their local R&R agencies to provide 1) a no cost or reimbursement-based fingerprint scanning option, and 2) TrustLine application (TLR 1 - In-Home Child Care Providers Subsidized Application) data entry services to prospective California Work Opportunity and Responsibility for Kids (CalWORKs) Stage One license-exempt child care providers. Invoices for the live scan fees and \$5.00 data entry fee from the local R&Rs and APPs may be submitted to the Network for processing and reimbursement. The Network will reimburse the local R&R or APP agency for the costs of fingerprint rolling fees and data entry of the TLR 1 applications. The agreement can include a \$5 fee per TrustLine application for data entry associated with the CDSS TWA and no more than \$25 for the fingerprinting rolling fee for subsidized TrustLine applicants.

The California Department of Education (CDE) has a contract with the Network to allow the local R&R and APP agencies in all 58 counties to process TrustLine applications for Stages One, Two, Three, the California Alternative Payment Program and/or the California Migrant Alternative Payment Program. Through an Interagency Agreement with the CDE, the CDSS will reimburse CDE for the processing of Stage One TrustLine applications by the local R&R and APP agencies.

OPTIONS TO ENTER THE TLR 1 ON THE CDSS TWA WEBSITE

There are two data entry options for TrustLine application data in the CDSS TWA system. The counties may elect to use either or both options.

Option 1 – Data Entry by CDSS or a Local Entity

The CWD, APP, or local R&R agency provides the applicant with the appropriate TrustLine forms: the TrustLine application form (TLR 1), the Criminal Record Statement (TLR 508) and the live scan form (TLR 9163). The applicant completes and takes the forms to a local law enforcement agency or an authorized private live scan vendor that offers fingerprinting services. The applicant may incur an average live scan (fingerprint) cost of \$20 depending on the county.

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 system, or the county may choose to establish an agreement with their local R&R and send their TLR 1 applications to the local R&R for data entry. If the CWD does not enter the application form online and there is no agreement with the R&R to provide that service, the CBCB will enter the applicant information onto the database. The CDSS will send the TrustLine applicant information to the Network to be manual entered into the database.

Option 1 Flowchart Desk Guide (Attachment I)

Option 2 – Agreement with the Local R&R and APP Agencies or Live Scan Vendor

The CWDs may also enter into an agreement with the local R&R or APP to provide 1) a no cost or reimbursement-based fingerprint scanning option, and 2) TrustLine application data entry services. The CWD, R&R, or APP can develop an agreement with a live scan vendor to handle just the fingerprinting process or to handle both the fingerprinting process and the data entry of the application. The live scan vendor is paid for their services by the CWD, R&R, or APP. The CWD is reimbursed by the CDSS, and the local R&R and APP are reimbursed by the Network.

Using this option, the applicant obtains the TLR 1 including the Criminal Record Statement (TLR 508), and the TLR 9163 live scan form if being printed at a law enforcement site. The applicant takes the forms to the live scan vendor for fingerprinting and possibly for data entry of the TLR 1 applicant data into the CDSS TWA. The live scan vendor rolls the applicant's fingerprints and transmits them electronically to the DOJ. If contracted to do so, the live scan vendor also completes the data entry of the TrustLine application information onto the TWA system. Either the vendor or other local agency can enter the TrustLine application information onto the TWA system. The applicant is either instructed to leave the paper application at the live scan vendor or bring the application back to the CWD, APP, or R&R. All paper TrustLine application forms for license-exempt providers should be sent to the local R&R for quality control purposes. The R&R will then send the applications to the CBCB.

Costs associated with CalWORKs Stage One Child Care are included in a contract between the CDE and the Network. The CDSS reimburses the CDE for TrustLine costs associated with Stage One Child Care. For R&R and APP agencies, the costs for these services are also included the contract between the CDE and the Network.

Option 2 Flowchart (Attachment II)

REIMBURSEMENT AND CLAIMING PROCESS

Below is the reimbursement process for CWDs to cover the costs associated with these TrustLine activities for prospective Stage One Child Care providers:

COUNTY EXPENSE CLAIMING (CEC) PROCESS

The CWDs may choose not to establish a local agreement and administer their own TrustLine process. The CWDs can opt to reimburse the prospective provider applicants for the costs incurred for the fingerprints (live scan). The CWDs can then claim for some or all of TrustLine processing expenses through the CEC process. Child care claiming instructions are provided in the CalWORKs County Fiscal Letter (CFL) [CFL 14-15-16 \(September 5, 2014\)](#). The [CFL 14-15-71 \(June 30, 2015\)](#) provides claiming guidance for TrustLine expenses for costs associated with fingerprinting (rolling fees) and data entry.

BILLING CODE ON THE TLR 1 APPLICATION

For both Options 1 and 2, all counties will continue to use a specified billing code on 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. Those fees include the DOJ fees for the check of the California Criminal Records, Child Abuse Central Index, and Federal Bureau of Investigation (FBI) databases.

SINGLE POINT OF CONTACT

The Information Services Division (ISD) at CDSS issues the user IDs and password to authorize access to the CDSS TWA portal. The CWDs are responsible for designating a Single Point of Contact (SPOC) who will serve as site administrator and who will be given access to the portal. The SPOCs will also be able to generate user IDs and passwords to other authorized users in their county. If needed, you may identify two SPOCs. Submit the information below by email for your designated SPOC to the following inbox:

ITLBNewSystem@dss.ca.gov.

- Name
- Phone Number
- E-Mail Address
- County

The Network is the SPOC for the local R&R and APP agencies.

The database is located at: [CDSS TWA website](#)

CDSS TWA WEBSITE TRAINING

Training is available on the CDSS website for authorized users on utilization of the CDSS TWA website and the TLR 1 application. Training is also available online for SPOCs.

The TWA Training Webinar video is located at TrustLine [Web Application Training Webinar Video](#).

If you have any questions regarding this letter, please contact the Child Care and Intergenerational Services Bureau at (916) 657-2144.

Sincerely,

Original Document Signed By:

JENNIFER HERNANDEZ
Deputy Director
Family Engagement and Empowerment Division
Attachments

c: Jazmin Hicks, County Welfare Directors Association
Cindy Mall, California Resource and Referral Network
Cecelia Fisher-Dahm, California Department of Education

Option One - Attachment I
California Department of Social Services
TrustLine Web-Based Application System
Flow Chart Desk Guide

Option One: TrustLine Web-Based Application (TWA): Provider Driven Process

Option One is a two-step TrustLine registration process where the provider is fingerprinted at one location and submits their TrustLine application at another location.

Step One

The applicant obtains the TrustLine Registry In-home/License Exempt Child Care Program Application (TLR 1) including the Criminal Record Statement (TLR 508) and the Request for Live Scan Services for TrustLine Applicants (TLR 9163) form from the Alternative Payment Program (APP), County Welfare Department (CWD) or the local Resource & Referral (R&R) agency.

Step Two

The applicant completes and takes the TLR 9163 to their local law enforcement department or an authorized private Live Scan (LS) vendor who offers fingerprinting services.

Step Three (Transmittal of the Fingerprinting to the Department of Justice (DOJ))

The fingerprints are rolled, and the LS vendor electronically transmits the fingerprint information to the DOJ. The DOJ transmits prints to the Federal Bureau of Investigations (FBI). The FBI checks arrests and convictions of applicant across all 50 states. The DOJ and FBI background screening results are sent to the CDSS Caregiver Background Check Bureau (CBCB).

Step Four

The applicant brings all the completed forms with proof of fingerprinting to the APP, CWD, or local R&R agency. These forms may also be picked up by the APP, CWD, or R&R from the LS location.

Step Five

The CWD, APP or R&R may enter the application form into the CDSS' TWA system or the counties may choose to send their TLR 1 applications to the local R&R for data entry, if an agreement has been established with the agency. The R&R will obtain all applications from the applicant or the APP, CWD, or other agency for quality control monitoring prior to sending the applications to CDSS.

Step Six

The CDSS CBCB transmits the background check results to the California Child Care Resource & Referral Network (Network) and to the applicant.

Step Seven

The Network notifies the local R&R, APP and CWD about the status of the applicant's background check.

Option Two - Attachment II
Agreement with the Local Resource and Referral or
Alternative Payment Program Agency
Flow Chart Desk Guide

Option Two: TrustLine Web-Based Application (TWA): Agreement with the Local Resource and Referral Agency or Alternative Payment Program

Option Two is a one-step process. The County Welfare Department (CWD) may develop an agreement with a local Resource & Referral (R&R) agency or Alternative Payment Program (APP) to pay for or reimburse applicants for the fingerprint scanning fee of up to \$25 and enter the TLR 1 data in the CDSS TWA system.

Step One

The applicant obtains the TrustLine Registry In-home/License Exempt Child Care Program Application (TLR 1) including the Criminal Record Statement (TLR 508) and the Request for Live Scan Services for TrustLine Applicants (TLR 9163) form from the APP, CWD or the local R&R agency.

Step Two

The applicant brings the appropriate forms to the LS vendor for fingerprinting. The LS vendor confirms the applicant's name, ID and information. The technician rolls/scans the applicants' fingerprints.

Step Three (Transmittal of the Fingerprinting to the Department of Justice (DOJ))

The fingerprints are rolled, and the LS vendor electronically transmits the fingerprint information to the DOJ. The DOJ transmits prints to the Federal Bureau of Investigations (FBI). The FBI checks arrests and convictions of applicant across all 50 states. The DOJ and FBI background screening results are sent to the CDSS Caregiver Background Check Bureau (CBCB).

Step Four

The designated agency enters the TLR 1 data on to the CDSS TWA System. Fingerprint images are transmitted to DOJ and the application information is transmitted to the Caregiver Background Check Bureau. The paper application shall be sent to the local R&R for quality control. The DOJ transmits a set of prints to the FBI.

Step Five

The CDSS CBCB transmits the background check results to the California Child Care Resource & Referral Network (Network) and to the applicant.

Step Four

The R&R Network notifies the local R&R, APP and CWD of the results.