



KIM JOHNSON
DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

August 19, 2020

PIN 20-20-CCLD

TO: ALL CCLD FACILITY LICENSEES AND PROVIDERS

FROM: ***Original signed by Pamela Dickfoss***
PAMELA DICKFOSS
Deputy Director
Community Care Licensing Division

SUBJECT: GUARDIAN USER ACCOUNT ACCESS

Provider Information Notice (PIN) Summary

PIN 20-20-CCLD provides guidance for providers on how to access Guardian and gives an introduction of the agency functionality in Guardian.

The California Department of Social Services, Caregiver Background Check Bureau (CBCB) is pleased to announce a new background check system, *Guardian*, set to go live Fall 2020. *Guardian* is a tool to assist facilities and applicants in the background check process. Facilities will have the functionality to:

- View and manage rosters;
- Perform real time associations and disassociations;
- Initiate background checks;
- View and manage the exemption process for an applicant;
- Receive electronic communications from the CBCB.

CBCB will send a Licensee User Access Form to all licensee's mailing addresses, requesting information to create a unique Guardian user account. The form is to be completed under penalty of perjury that all information provided is true and correct. The Licensee User Access form will ensure only authorized users will have the appropriate access to Guardian.

The Licensee User Access Form must be returned to the CBCB by August 31st, 2020. Please return the form via email to GuardianLoginSupport@dss.ca.gov. Failure to

PIN 20-20-CCLD

Page Two

respond will delay your ability to access Guardian. If you have already accessed your account, please return this form to ensure Guardian will have accurate records.

If you have any questions regarding Guardian, please contact the CBCB at GuardianLoginSupport@dss.ca.gov.