

## 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 Resource and Referral Agency in your area, please call the number or visit the website below:

**1-800-543-7793**

**[www.rrnetwork.org](http://www.rrnetwork.org)**

Questions?

Contact your local County Office of Social Services:

County contact information or stamp:



California Work Opportunity and Responsibility to Kids  
(CalWORKs) Stage One Child Care

## TrustLine Parent Pamphlet

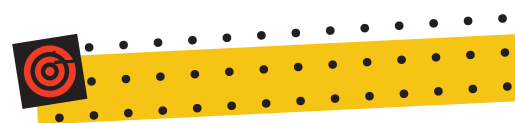


### What is TrustLine?

TrustLine is a registry of in-home child care providers, who have been fingerprinted and received clearance of their background check. Grandparents, aunts and uncles of the child in care are not required to register with TrustLine.

- **The California Department of Justice:** Checks the Automated Criminal History System for arrests and convictions in California and checks the California Child Abuse Central Index 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 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.



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



## 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 provider that they must be TrustLine registered in order to get subsidy payments from the County Welfare Department (CWD) or the Alternative Payment Program (APP). If your provider has taken care of your children and has not received subsidy payments from the CWD or APP, you may be obligated to pay directly.

## Your Provider's Responsibility

To get paid for providing child care, your provider must become TrustLine registered. To get TrustLine registered, they must go through several steps:

- Have fingerprints taken.
- Submit their 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. It is important to understand your provider will **not** get paid for the care they provide until **after** they have successfully completed the TrustLine registration process. If your provider's TrustLine registration takes more than 120 days, they will get paid retroactively for only 120 days. If your provider's TrustLine application is denied or closed, they will not get paid for any care provided while going through the registration process.

## Crimes that will lead to Denial or Closure of TrustLine Registration

A TrustLine application can be denied or closed for several reasons. Sometimes, when the California Department of Social Services denies your provider's application because of something in their criminal history, they are given a chance to explain and ask for an "exemption." There are some crimes that are not "exemptible."

If your provider has a conviction for one of these crimes, they will not be able to be TrustLine registered.

The list of crimes can be found at: [http://www.cclcd.ca.gov/res/pdf/non\\_exempt.pdf](http://www.cclcd.ca.gov/res/pdf/non_exempt.pdf)

If your provider fails to reveal any conviction on their TrustLine application, their application may be denied or registration may be delayed.

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

It is important you keep in contact with your Child Care Coordinator so that you know when your provider becomes registered on TrustLine or when their 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 their status.

You always have the option to choose another provider or wait for the final notification. The CWD or APP will only make retroactive payments up to 120 days, if the provider becomes TrustLine registered.

## Next Steps & Follow-up

If you think your child care provider is already registered with TrustLine, please contact TrustLine for additional information.

**1-800-822-8490**

**www.TrustLine.org**