

## What is my status on TrustLine?

All TrustLine applicants will receive a letter from the California Department of Social Services 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 questions, please call:

**TrustLine**

1-800-822-8490

[www.TrustLine.org](http://www.TrustLine.org)

## TRUSTLINE

### LICENSE-EXEMPT PROVIDER PAMPHLET

**Are you a child care provider who needs to register with TrustLine?**

**If so, read this Pamphlet!**

### TrustLine Registration Requirements

Child care providers who are not required to be licensed in California (baby-sitters, nannies, etc.) and who are providing child care to parents receiving a governmental child care subsidy payment are required by law to register with TrustLine.

Grandparents, aunts and uncles of the child in care are not required to register with TrustLine.

Child care payments will be paid when a license-exempt California Work Opportunity and Responsibility to Kids (CalWORKs) Stage One child care provider becomes TrustLine registered.

## 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**



## What is TrustLine Registry?

TrustLine is a registry of in-home child care providers, who have been fingerprinted and receive clearance of their background check.

- ◆ **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.



## 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.
- Submit your completed TrustLine application form within seven days of your orientation.
- Remember to answer all questions honestly.
- Give your most current information.
- Give complete information about any criminal history you may have.



### The Parent's/Guardian's Responsibility

Parents and guardians must inform any license-exempt child care provider that they must be TrustLine registered to receive 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.



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

A TrustLine application can be denied or closed for several reasons. Sometimes, when CDSS denies your application, it is because of something in your criminal history. You will be given a chance to explain and ask for an "exemption." There are some crimes that are not "exemptible." If you have a conviction for one of these crimes, you will not be able to be TrustLine registered.

The list of crimes can be found online at:

[http://www.cclid.ca.gov/res/pdf/non\\_exempt.pdf](http://www.cclid.ca.gov/res/pdf/non_exempt.pdf)

Also, if you fail to reveal any conviction on your TrustLine application, your application may be denied or registration may be delayed.

## Providing Child Care during TrustLine Registration Process

You are allowed to care for children while your TrustLine application is being processed. However, understand 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.