



CDSS

WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

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EDMUND G. BROWN JR.
GOVERNOR

January 27, 2016

ALL COUNTY INFORMATION NOTICE NO: 1-84-15

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY CHILD CARE COORDINATORS
ALL COUNTY WELFARE TO WORK COORDINATORS
STAGE ONE ALTERNATIVE PAYMENT PROGRAM PROVIDERS

SUBJECT: TRUSTLINE PUBLICATIONS (PUB) FOR CALIFORNIA WORK
OPPORTUNITY AND RESPONSIBILITY TO KIDS (CalWORKs)
STAGE ONE PARENTS AND CHILD CARE PROVIDERS
PARENT PUBLICATION - PUB 438 AND
PROVIDER PUBLICATION - PUB 439

REFERENCE: HEALTH AND SAFETY CODE SECTION 1596.67 (a)

The purpose of this ACIN is to notify County Welfare Departments, the TrustLine outreach publications, PUB 438 (Parent Publication) and PUB 439 (License-Exempt Provider Publication), have been revised.

These publications were produced by the California Department of Social Services (CDSS) to support State and County efforts to communicate with and educate CalWORKs families and child care providers on the TrustLine registration process. The publications are two-sided, tri-fold brochures in English and Spanish.

PUB 438 targets the parents and/or guardians of children using license-exempt providers and TrustLine’s role in ensuring the health and safety of their children. The publication addresses the parent/guardian’s responsibility, as well as the child care provider’s responsibility in the TrustLine registration process.

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PUB 439 provides information for the child care providers. The provider publication defines the TrustLine Registry, discusses the responsibilities of the provider, and the parents and/or guardians, and provides information about crimes that may result in the denial of the provider's TrustLine registration.

Instructions to Access the English Publications:

The English versions can be located through the following link:

<http://www.cdss.ca.gov/cdssweb/PG167.htm>

Instructions to Access the Spanish Publications:

The Spanish versions can be located through the following link:

<http://www.dss.cahwnet.gov/cdssweb/PG177.htm>

Samples are attached.

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

Sincerely,

Original Document Signed By:

KIM JOHNSON
Chief
Child Care and Refugee Programs Branch

Attachment(s)

c: CWDA

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

Questions?

Contact your local County Office of Social Services:

County contact information or stamp:



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.cclid.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

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

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**

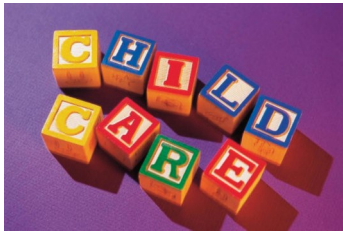


What is TrustLine Registry?

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

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.