



CDSS

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**DEPARTMENT OF SOCIAL SERVICES**

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May 14, 2015

ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS  
CHILD CARE COORDINATORS

FROM: TODD R. BLAND  
Deputy Director  
Welfare to Work Division

SUBJECT: **CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS)  
TRUSTLINE WEB-BASED APPLICATION (TWA) IMPLEMENTATION**

REASON FOR THIS TRANSMITTAL

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

The purpose of this All County Welfare Directors Letter is to inform the County Welfare Departments (CWDs) of the expiration of the contract with the Live Scan vendor, Safran/MorphoTrust USA, and to provide guidance on the implementation of the new CDSS TWA website for processing TrustLine applications. 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 CDSS and the California Child Care Resource and Referral Network (Network).

**BACKGROUND**

The CDSS has contracted with the Live Scan vendor, Safran/MorphoTrust USA, since 1998 to provide fingerprint scanning services and automated process applications of TrustLine applicants. In collaboration with CDSS and the Network, Safran/MorphoTrust USA assisted in the development of the TrustLine Automated Registration Process (TARP), which combines both the TrustLine application process with the Live Scan fingerprinting/rolling process. Safran/MorphoTrust USA also developed a TWA which allowed CWDs, Alternative Payment Programs (APPs), and Resource and Referral (R&R) agencies to input applicant information into a web-based application after the applicant submitted fingerprints through any Live Scan vendor.

After several attempts to renew these services through a competitive bid process, CDSS was unable to secure a vendor. Therefore, as of June 30, 2015, the contract with Safran/MorphoTrust USA will expire and CDSS will not contract with another Live Scan vendor for program purposes. There are 22 counties who currently use the TARP (of those counties, four use both TARP and TWA). The remaining counties use either TWA website, also hosted by the Safran/MorphoTrust USA, or send their TrustLine applications

via the local R&R agency or directly to the CDSS Caregiver Background Check Bureau (CBCB) for manual data entry.

### **IMPLEMENTATION OF THE CDSS TWA WEBSITE STATEWIDE**

Currently, there are approximately 17,000 TrustLine applications processed annually in California. Of those, 7,000 applications are processed through the Safran/MorphoTrust USA TARP or TWA system.

With the expiration of the contract, the CDSS has created a department owned TWA system which will provide access for CWDs, APPs, and the local R&R agencies and the Network. The CDSS TWA is an online TLR 1 (In-Home Child Care Providers Subsidized Application) form website that can be used to electronically submit the TrustLine applicant information to the CDSS. The site link will be available to the Single Point of Contact (SPOC) in all 58 counties. The site will provide authorized users access to the secure website to enter applications (TLR 1 form) which will require a User ID and a password.

### **IMPACT TO TWA COUNTIES USING WEBSITE HOSTED BY MORPHO TRUST USA**

Currently, 35 counties utilize the TWA website developed by Safran/MorphoTrust USA. The Safran/MorphoTrust USA TWA system will transition to the CDSS TWA website. The changes will include a new website link, a User ID and password access to the revised online TLR 1 form for those counties to continue their TrustLine application process.

### **IMPACT TO TARP COUNTIES**

As of June 30, 2015, all TARP counties will also transition from Safran/MorphoTrust USA TWA system to the CDSS online TWA website. These counties will identify a SPOC who will be responsible for issuing the User IDs and password to access the website and the revised online TLR 1 form.

With the elimination of TARP, the CWD may choose to reimburse the provider or vendor for fingerprint/rolling fees and then request reimbursement from the Department.

### **OPTIONS TO ENTER THE TLR 1 ON THE CDSS TWA WEBSITE**

The Department has developed two options that will allow the CWDs or a designated agency such as the APP, local R&R agencies, the Network or an authorized Live Scan vendor to access to the CDSS TWA website and process the TrustLine applications in their respective counties.

#### **Option 1 – Manual Data Entry by CDSS or Local Entity:**

This option is a two-step TrustLine registration process.

The CWD, APP, or local R&R agency provides the applicant with the appropriate TrustLine

forms such as the TLR 1 and the Criminal Record Statement (TLR 508), and the Live Scan form, TLR 9163. The applicant completes and takes the forms to the local law enforcement agency or an authorized private Live Scan vendor that offers fingerprinting services (agencies may continue to provide a list of local Live Scan vendors to the applicant). 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 or the counties may choose to send their TLR 1 applications to the CBCB at the CDSS, via the local R&R agency, to be manually entered by CDSS staff into the TrustLine Registry. All paper TrustLine applications forms should be sent to the R&R for quality control purposes. The R&R will then send the paper applications to CBCB.

### **Option 2 – Local Agreement with Live Scan Vendor:**

This option is the one-step automated TrustLine registration process.

The CWD, APP or local R&R agency may establish an agreement with a Live Scan vendor to fingerprint and enter the TLR 1 application form into the CDSS TWA website. The vendor will be given authorized access to the CDSS TWA to enter the TLR 1 application forms on the website.

The applicant obtains the TLR 1 including the Criminal Record Statement (TLR 508), or TLR 9163. The applicant takes the forms to the Live Scan vendor for fingerprinting and entry of the TLR 1 applicant data onto the CDSS TWA. The Live Scan vendor rolls the applicant's fingerprints and transmits them electronically to the DOJ. The vendor also uses the CDSS TWA to enter in the individual's TrustLine application. All paper TrustLine application forms should be sent to the R&R for quality control purposes. The R&R will then send the applications to CBCB.

The agreement with the Live Scan vendor may include reimbursements of the costs associated with fingerprint/rolling fees and manually entering the TLR 1 applications.

### **DESIGNATED SINGLE POINT OF CONTACT**

The CDSS secure website is available to counties who choose to participate. Interested counties are responsible for designating a SPOC who will serve as the site administrator. Based on your county needs, you may request multiple SPOCs. Site administrators will be responsible for administering User ID's and passwords for their county users, ensuring that only employees with appropriate authorization are provided access. Documentation of access and termination of User ID authorization must be kept for audit purposes. Additionally, the site administrators are responsible for working with their county Information Technology staff to ensure the system generates emails that are sent

from [donotreply-DSS-Security@dss.ca.gov](mailto:donotreply-DSS-Security@dss.ca.gov) (162.2.111.10) are not blocked by their firewalls in order for them to be able to reset their passwords.

The Network has agreed to serve as a SPOC for the R&R agencies and APPs. If a county chooses an R&R and APP to manually enter the applications into the secure website, this does not preclude the county from designating a SPOC.

If your county chooses to use a third party vendor utilizing a web-service call option with CDSS, a SPOC is not necessary as the security authentication is intended to be incorporated into the web-service call system. However, using a third party vendor web-service call option does not preclude a county from designating a SPOC.

To obtain a SPOC User ID and password, and to indicate the option(s) your counties will select for processing TrustLine applications, submit the following information on the Survey Monkey link below and send to CDSS to initiate access to this secure website by May 29, 2015:

- Name
- County
- Phone #
- Email Address
- County Processing Option(s)

<https://www.surveymonkey.com/r/CDSSTWA>

### **REIMBURSEMENTS**

The California Department of Education and CDSS are working collaboratively to explore options related to the reimbursement process and will release further instructions prior to the implementation of the CDSS TWA.

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

c: Erin Horgan, CWDA  
Cindy Mall, California Resource and Referral Network  
Marguerite Ries, California Department of Education