# Table of Contents

**Home Care Services Bureau (HCSB)**  
**Guardian User Guide**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>4</td>
</tr>
<tr>
<td>Activating Your Guardian Account</td>
<td>5</td>
</tr>
<tr>
<td>Resetting Your Password</td>
<td>7</td>
</tr>
<tr>
<td>Navigating the At-A-Glance</td>
<td>9</td>
</tr>
<tr>
<td>Person Search and Person Summary</td>
<td>12</td>
</tr>
<tr>
<td>Searching for a Person Utilizing Identifying Information</td>
<td>12</td>
</tr>
<tr>
<td>Searching for a Person Utilizing an Application Number</td>
<td>14</td>
</tr>
<tr>
<td>Person Summary Page</td>
<td>14</td>
</tr>
<tr>
<td>Profile Tab</td>
<td>15</td>
</tr>
<tr>
<td>Applications Tab</td>
<td>18</td>
</tr>
<tr>
<td>Appeals Tab</td>
<td>20</td>
</tr>
<tr>
<td>Association Tab</td>
<td>21</td>
</tr>
<tr>
<td>Documents Tab</td>
<td>23</td>
</tr>
<tr>
<td>Accreditations Tab</td>
<td>23</td>
</tr>
<tr>
<td>History Tab</td>
<td>23</td>
</tr>
<tr>
<td>Initiating an Application</td>
<td>24</td>
</tr>
<tr>
<td>Adding a New Applicant</td>
<td>25</td>
</tr>
<tr>
<td>Entering Pre-Association Information</td>
<td>29</td>
</tr>
<tr>
<td>Verify Applicant Identity</td>
<td>30</td>
</tr>
<tr>
<td>Agency Payment</td>
<td>31</td>
</tr>
<tr>
<td>Data Review</td>
<td>33</td>
</tr>
<tr>
<td>Application Submitted Confirmation</td>
<td>34</td>
</tr>
<tr>
<td>Uploading the Applicant Self Disclosure via Application Administration</td>
<td>34</td>
</tr>
<tr>
<td>Applicant Instruction Form</td>
<td>38</td>
</tr>
<tr>
<td>Transfers</td>
<td>40</td>
</tr>
<tr>
<td>Employee Transfers (Roster Transfers)</td>
<td>40</td>
</tr>
</tbody>
</table>
Introduction

The Care Provider Management Bureau (CPMB) has implemented a new background data system called Guardian. **Guardian** is a new electronic data system, designed to streamline the background check process for applicants, agencies (Home Care Organizations), and Community Care Licensing staff. **Guardian** will provide a fast and efficient process to complete background checks. The Home Care Services Bureau (HCSB) and Home Care agencies will have the ability to initiate a clearance and exemption transfer in the online system. Agencies may manage and print their own rosters. If an agency does not utilize Guardian, HCSB staff may utilize Guardian to provide the agency with their roster or assist them with obtaining their roster from Guardian.

Agency and applicant users of **Guardian** will be able to upload documents electronically, manage the exemption process and receive communications through their respective portals. The following document is a comprehensive user guide of all features and functions Home Care Services Bureau may perform in Guardian, and includes a glossary of new terms.

For additional technical support, please contact the Guardian Team at [guardianloginsupport@dss.ca.gov](mailto:guardianloginsupport@dss.ca.gov)
Activating Your Guardian Account

Prior to exploring your state user role, you must first activate your Guardian account. Your user account should be created by HCSB Management. Upon account activation, new users should receive a New User Notification in the form of an email from guardian-noreply@dss.ca.gov with a link to access their Guardian portal and a temporary password. Your Guardian username is your Department of Social Services (DSS) email address.

1. Select the Guardian link, within your email, to access your Guardian state portal. The link will route you to Guardian’s Terms and Conditions page. Select OK to continue to the log in page.
2. Once routed to the login page, enter your username (DSS email) and temporary password. Note: Usernames are not case sensitive. Passwords are case and space sensitive. Take caution when entering your temporary password. Too many incorrect password attempts will lead to a locked user account. If this occurs, please contact your Division Administrator (HCSB Management) or contact guardianloginsupport@dss.ca.gov for assistance.

3. Upon username and password entry, you will be prompted to create a new password and select two security questions to assist with future password assistance.

4. Once complete, Guardian will route you to your home page.
Resetting Your Password

If you forget your password, you may request a new password. This feature is only available to users who have completed their account activation.

**Note:** Your username is not case sensitive, but your password is case sensitive. Take caution when entering your password.

1. From the login screen, select **Forgot Password/Unlock**:

   ![Login screen with Forgot Password/Unlock option]

2. The **Forgot Password** screen will appear. Enter your **username**, then select **Next**.

   ![Forgot Password screen]

   - **Username:**
   - **Password:**
   - **Login**
   - **Forgot Password / Unlock**
3. You will be prompted to answer a security question. Then select **Email New Password**. Note: Security questions are not case sensitive.

![Forgot Password](image)

4. The Login screen appears with the message “Your password has been reset and emailed to <<your email address>>. You will receive a temporary Password and will be prompted to change it when you log into the system.” The email will be sent from guardian-noreply@dss.ca.gov. Be sure to check all junk and spam folders.

**Note:** If you are using cut and paste to insert your system generated password, please ensure you do not include any spaces before or after the password. If you incorrectly enter your password more than three times, you will be locked out of Guardian and will need your Division Administrator (i.e. HCSB Management) to unlock your login account. If this occurs, please notify your Division Administrator or the Guardian Maintenance team, at guardianloginsupport@dss.ca.gov
Navigating the At-A-Glance

The At-A-Glance (AAG) dashboard is found on the Home page after you log into Guardian. The AAG table displays a snap-shot view of the status of records in the system which may require action by an agency or an applicant. You may use the AAG table as a checklist of actions items which need to be completed or to track applications during the background check process. To access applications which require action, select the hyperlinked number in the right-hand column. **Note:** Helpful text will appear if you hover over each item on the AAG dashboard.

**At a Glance**

<table>
<thead>
<tr>
<th>Applications</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Yet Submitted</td>
<td>7</td>
</tr>
<tr>
<td>Not Yet Submitted &gt; 10 Days</td>
<td>6</td>
</tr>
<tr>
<td>Eligibility Determination Complete</td>
<td>108</td>
</tr>
<tr>
<td>Determination Available and Action Needed</td>
<td>78</td>
</tr>
<tr>
<td>Rapback Determination Available</td>
<td>2</td>
</tr>
<tr>
<td>Determination Not Eligible Currently Employed</td>
<td>19</td>
</tr>
<tr>
<td>Pending Payments</td>
<td>42</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Determinations</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible For Criminal History Appeal</td>
<td>5</td>
</tr>
<tr>
<td>Criminal History Appeals In Process</td>
<td>5</td>
</tr>
<tr>
<td>Ready For Research</td>
<td>5</td>
</tr>
<tr>
<td>Materials In Process</td>
<td>0</td>
</tr>
<tr>
<td>Flagged For Registry Review</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Agencies</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Agencies Needing Program Assignment</td>
<td>0</td>
</tr>
</tbody>
</table>

Listed below is a description of the At-A-Glance items and their functions.

**Applications:**

- **Not Yet Submitted:** Background check applications may be initiated by a division (state), agency or applicant user. During a division and an agency initiated application process, the user has the ability to save the application and continue it at a later time. These applications, which have been saved by the user, will be housed in the Not Yet Submitted queue. To resume an application, you may select the hyperlinked number, locate the application and select resume to continue. All applications submitted for a Home Care agency, by an applicant, will also be housed in the Not Yet Submitted queue. These applications must also be resumed by the agency and ultimately submitted.
• **Not Yet Submitted > 10 Days**: Applications which have been started by a division user, agency user, or submitted by an applicant, which have aged greater than ten days.

• **Eligibility Determination Complete**: Applications which have a final background determination made and are waiting for the agency or HCSB Division users to record the final hiring decision. Please refer to the [Managing Applications with a Final Determination (p. 61)] section for more information.

• **Determination Available and Action Needed**: Applications which had a fitness determination made more than ten days prior and are waiting for the agency to record the hiring (association) decision. Note: HCSB analysts should assist agencies with managing this queue. If an agency does not manage this queue, the HCSB analyst should remove Not Eligible applicants from an agency’s roster and the HCS registry roster. Please refer to the [Managing Applications with a Final Determination (p. 61)] section for more information.

• **Rapback Determination Available**: Rapback applications (subsequent case) which has been submitted and a final determination (decision) has been made by CPMB staff.

• **Applications Submitted But Fingerprints Not Completed**: Applications which have been submitted but the applicant has not submitted fingerprints via a Live Scan operator. Failure to submit fingerprints will result in a closed application and the applicant will not be eligible for employment.

• **Determination Not Eligible Currently Employed**: Applications which have not passed the background check and received a Not Eligible determination, but that applicant is still on the agency roster. These individuals must be removed from the roster by the agency. HCSB analysts should assist with managing this queue to remove Not Eligible applicants from rosters.

• **Pending Payments**: Applications which have a pending registry payment which need to be completed. This queue requires management by Home Care agencies only. Home Care agencies and HCSB staff may pay registry dues for initial Home Care Aide applicants or renewal fees for Home Care Aides. The fees may be paid in single payments, or paid in batches. Payments may be managed in the Pending Payments queue.

**Determinations:**

• **Eligible for Criminal History Appeal**: Determinations that are Not Eligible and are within the time period allowed to start an appeal.
• **Criminal History Appeals In Process**: Criminal history appeals that have been started, but not yet completed.

• **Ready for Research**: State Checked registries that are ready to be worked on.

• **Materials In Process**: State Check registries awaiting fingerprints and/or payment.

• **Flagged For Registry Review**: Applications that have been flagged for review of the registry results.
Guardian provides functionality which allows you to search for a person by utilizing a combination of identifying information. (i.e. social security number, identity document, personnel identification number (Per ID), last name or date of birth) or an application number. An application number is a unique number, created for each new association in Guardian. The search function allows you to quickly access the Person Summary page of an applicant. Person searches should only be conducted utilizing Person Search or Application Search.

This user guide will cover the following sections:

- Searching for a Person Utilizing Identifying Information
- Searching for a Person Utilizing an Application Number
- Understanding the Person Summary Page

Searching for a Person Utilizing Identifying Information

1. Access **Search > Person Search** on the navigation bar. The Person Search screen appears. Enter search criteria by inserting the person’s identifying information, Background Check Number, State Identification Number (SID), Identity Document (driver’s license, passport number, etc.) or personnel identification number (Per ID) in the appropriate boxes, then select **Search**.

**Note:** Enter as much information as possible.

<table>
<thead>
<tr>
<th>Person Search</th>
<th>Background Check #</th>
<th>Identity Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Search Criteria</td>
<td>SID:</td>
<td>Per ID:</td>
</tr>
<tr>
<td>First Name/ Alias:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Middle Name/ Alias:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Name:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Birth/ Alias:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSN/ Alias:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Search] [Clear]
2. If the individual is not located in the database, a message indicating the person was not found is returned.

   Search Results
   No applicants that match your search criteria were found in the background checking system.

3. If the search results return with many individuals, further search parameters may need to be entered or ensure the correct individual is selected from the list:

<table>
<thead>
<tr>
<th>Locked</th>
<th>Last Name</th>
<th>First Name</th>
<th># Aliases</th>
<th>SSN</th>
<th>Date of Birth</th>
</tr>
</thead>
</table>
   | Squares | Spongebob | XXX-XX-8656
   | Squares | Sponge    | XXX-XX-2456
   | Squares | Sponge    | XXX-XX-2456 |
   | 3 Total Results |

4. If the individual has a record in Guardian, the search will return with their Person Summary page:
Searching for a Person Utilizing an Application Number

An application number is generated upon submission of an application in Guardian. Application numbers are created for each new association to an applicant’s profile. The application number may be utilized to conduct a quick search for an individual in the database.

1. Access **Search > Application Search** on the navigation bar. The Person Search by Application screen appears. Enter the Application Number and select **Search**.

2. The **Person Summary** page appears. If an incorrect application number was entered, an error message will appear.

Understanding the Person Summary Page

When conducting a search utilizing identifying information or an application number which results in a match, the applicant’s Person Summary page will populate.

The Person Summary includes:

- **Profile Tab** – The person’s personal and demographic information. Based on the role assigned to your Guardian user account (i.e. Admin vs. Basic), you may edit and update information for applicants as needed.
- **Applications Tab** – A list of all applications for the person and a list of associated background checks conducted. Helpful reminder: Applications are tied to each association. Background Check Numbers (#) are tied to a set of fingerprints. There may be multiple applications tied to one Background Check Number (#).
- **Appeals Tab** – Provides a list of Appeals in process with the Care Provider Management Bureau.
- **Association Tab** – A history of the person’s employment within your Program. (Home Care Services) The Association Tab is a comprehensive list which indicates if an individual is currently associated (Permanent) to an agency or disassociated (Separated).
• Documents Tab – A list of uploaded documents, generated forms (i.e. CDSS Live Scan form) and letters.
• Accreditations Tab – Provides specific registry information.
• History Tab – A detailed history of system activity for the person.

Profile Tab
From the Profile tab, you may:

• View and edit (based on your user role) personal and demographic information by selecting edit.
- View and edit (based on your user role) the applicant’s name and address by selecting **Edit Name and Address**.

<table>
<thead>
<tr>
<th>Profile</th>
<th>Applications</th>
<th>Association</th>
<th>Documents</th>
<th>Accreditations</th>
<th>History</th>
</tr>
</thead>
</table>

  **Personal and Demographic Information**

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Sponge</td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Dec 23, 1988</td>
</tr>
<tr>
<td>Social Security Number</td>
<td></td>
</tr>
<tr>
<td>Permanent/Physical Address</td>
<td></td>
</tr>
<tr>
<td>Address Line 1</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td></td>
</tr>
<tr>
<td>Mailing Address</td>
<td></td>
</tr>
<tr>
<td>Name as Permanent Address:</td>
<td></td>
</tr>
</tbody>
</table>

- View and add an additional Alias by selecting **Add Alias**.

<table>
<thead>
<tr>
<th>Profile</th>
<th>Applications</th>
<th>Association</th>
<th>Documents</th>
<th>Accreditations</th>
<th>History</th>
</tr>
</thead>
</table>

  **Personal and Demographic Information**

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Sponge</td>
</tr>
<tr>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Dec 23, 1988</td>
</tr>
<tr>
<td>Social Security Number</td>
<td></td>
</tr>
<tr>
<td>Permanent/Physical Address</td>
<td></td>
</tr>
<tr>
<td>Address Line 1</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td></td>
</tr>
<tr>
<td>Mailing Address</td>
<td></td>
</tr>
<tr>
<td>Name as Permanent Address:</td>
<td></td>
</tr>
</tbody>
</table>

  **Aliases/Prior Names**

  - Includes all names, social security numbers, and dates of birth by which an applicant is currently known or has been identified.

  This individual does not have any aliases entered.

  **Applicant’s prior state(s) of residence within the U.S. (other than California) within the past five (5) years.**

  This individual does not have any prior addresses entered.
• View and add prior addresses by selecting **Add Prior Address**. Note: This section applies to an applicant’s prior out of state(s) residencies within the United States (other than California) within the past five (5) years.
Applications Tab
From the applications tab, you may view applications and background checks associated with the person. Guardian creates an entry for each submitted application. When an application is successfully submitted, the system connects the application to a background check record (set of fingerprints). The status of the application and the background check can be seen on the Applications tab on the Person Summary page.

- Background Determination Status (background check status). Each background check will display a determination status which informs where the individual is in the background check process.
  - Background Determinations:
    - In Process: Application has been submitted in Guardian, but is awaiting Live Scan (fingerprint) results or pending background check review process.
    - Eligible: Applicant is eligible to work. An Eligible determination status may have a determination reason attached. (Examples: Eligible - DSS Clearance, Eligible - Exemption Approval, etc.)
    - Not Eligible: Applicant is not eligible to work. A Not Eligible determination status will have a determination reason attached. (Examples: Not Eligible - Exemption Denial, Not Eligible - Conduct Inimical, etc.)
    - Closed: Background Check has been closed by CPMB Staff. (Examples: Closed - Determination Closed, Closed - Incomplete Application)
• To locate the applications associated to a background check, select the blue arrow. All associated applications will populate.

<table>
<thead>
<tr>
<th>Applications Associated with this Background Check</th>
</tr>
</thead>
</table>

### Application # - Type column indicates the application number for the association and may include Connected, meaning the applicant was associated to the agency via a connection (Transfer).

### The Application Status column indicates and may include the following:

- Submitted: An application has successfully been submitted for the agency.
- Not Yet Submitted: The application is incomplete and needs further action by the agency or applicant prior to being submitted.
- Determination Available: Further action is needed by the agency to either hire or not hire (remove from roster) the applicant.
- Closed – Hired: The application was closed by the agency and the applicant was hired.
- Closed – Withdrawn: The application was withdrawn by the agency or applicant.

### The Status Date column correlates with the application status column and is the date the action was performed.

### The Provider column will display each agency’s name associated to the application. Each name is a selectable link; however, agency information is only viewable for agencies within your Program.

### The Request Type column will display the type of application was submitted for the agency.
• The **Position** column will display the application position entered for each application.

• The **Documents** column will display the Guardian generated CDSS Live Scan form.

• The **Actions** column will allow:
  o The ability to View and add application **notes** input by other State and Provider (agency) users. When adding a note to an application, the provider box *must* be selected to be viewable by providers. If the box is not selected, the note will only be viewable by other State users (HCSB and CPMB users):

    Application Notes

    **Sponge Bob Squarepants, 343-23-2456, 10/24/1993, Application #: 5897**

    Add Application Note:
    
    * Note text:
    
    Additional User Types that can view this note:
    
    [ ] Provider
    
  o The **Edit Application Identity** feature will allow for edits to be made regarding identification documents. (i.e. Driver’s License number, Passport, Identification card, etc.) **Note: Do not utilize the Add Employment feature.**

**Appeals Tab**
The appeals tab will provide information on any Exemption Appeals and provide date stamps of each step. Note: You will only be able to view in process appeals within your Program.
**Association Tab**

The association tab will provide a history of an applicant’s employment information for all agencies within your Program. The Person Summary Associations will display the following:

<table>
<thead>
<tr>
<th>Application #</th>
<th>Provider</th>
<th>Position</th>
<th>Status</th>
<th>Association Date</th>
<th>Separation Date</th>
<th>Special Circumstances</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4201</td>
<td>PROVIDE HEALTH</td>
<td>Employee</td>
<td>Permanent</td>
<td>10/21/2020</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4202</td>
<td>PROVIDE HEALTH</td>
<td>Employee</td>
<td>Permanent</td>
<td>09/01/2020</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Application #** column will display the associated application number for each agency.
- **Provider** column will display the specific Provider (agency) name. The agency’s name is a hyperlink. If selected, the link will direct the user to the agency’s profile summary. Note: To edit an agency’s profile, please utilize the Licensing Information System (LIS) database.
- **Position** column will display the applicant’s position with the agency.
- **Status** column will display the applicant’s current association to the agency:
  - Permanent: Applicant is associated to the agency.
  - Separated: Applicant has been disassociated from the agency.
- **Association Date** column is the date the applicant was associated to the agency (date application was submitted).
- **Separation Date** column will display the date of separation (disassociation) if applicable.
The **Action** column will allow the ability to disassociate an applicant from an agency or change an applicant’s position type:

- When separating an applicant, the association status must be changed from **Permanent** to **Separated** and a **Separation Date** must be entered.
- Select **Save** once complete.

- When changing an applicant’s position type, select the applicable position from the drop-down. Select **Save** once complete.
Documents Tab
The Documents Tab will display Guardian Generated Forms, Letters and Reports.

Accreditations Tab
The Accreditations Tab will provide registry specific information and will include an accreditation status, original issue date, and expiration date.

History Tab
The History Tab will display a detailed history of system activity for the person.
Initiating an Application

Overview: Associations, via a background check application, may be initiated either by an agency, applicant or HCSB user. This document is intended to assist HCSB users with initiating an application on behalf of an individual who wants to become associated to the Home Care Services Registry (Initial HCS Registry Applicant). An applicant may initiate the background check process through their respective portals by obtaining the Applicant Instruction form, with the registry’s unique PIN. Refer to the Applicant Instruction Form (p. 38) section for more information on this process.

This user guide will cover the following sections:

- Adding a New Applicant to Guardian
- Entering Pre-Association Information
- Verifying Applicant Identity
- Agency Payment
- Data Review
- Application Submitted Confirmation
- Applicant Self Disclosure

Note: An email address is a required field during the Guardian application process. If an applicant does not obtain an email address, the HCSB user may utilize: unknown@unknown.com to bypass the section.

Additionally, applications may be saved and completed at a later time after completing the Pre-Association Information section. You must complete all sections of this user guide to successfully submit an application.
Adding a New Applicant

1. Go to Applications > Add New on the navigation bar. The Applicants: Add New screen appears. Enter the individual’s Social Security Number (SSN), Identity Document, OR Personnel Identification number (Per ID) and either Last Name or Date of Birth, then select Search. Only one element in each row is required.

   **Note:** If the applicant already exists in the system, the search will route to the applicant’s Person Summary page. If this occurs, please refer to Transfers (p. 40) section to conduct a transfer and associate this applicant to the Home Care Services Registry.

2. If the applicant does not exist in the system, Guardian will not route to a Person Summary page. A message may display indicating the individual was not found. To continue to the next step, select Add New Applicant.
3. The Applicant: Profile page will display. On the Applicant: Profile page, enter the applicant’s Personal and Demographic Information. Required fields are marked with an asterisk (*). Note: If the applicant does not have an email address, HCSB Staff may utilize unknown@unknown.com in the ‘Applicant Email’ field to bypass the requirement.

4. To add an Alias/Prior Name, select Add Alias in the Prior Names and Aliases section of the profile.

   Note: Aliases/Prior Names are any additional names an individual may use or has used in the past. This might include an applicant’s maiden name, a nickname, or a formal name (for instance, Theodore Booker as an alias for Ted Booker.) Alias/Prior Names can also include other SSNs or Dates of Birth that an applicant may be using currently or may have used in the past.
5. The **Add Alias** dialog box appears. Enter the alias information for the applicant; then select **Save**. The dialog box will close and the **Applicant: Profile** screen will update with the information entered.

![Add Alias dialog box](image)

6. If the individual does not have any Aliases/Prior Names, you may select the box with the asterisk (*) indicating the individual has not been known by any other names.

![Prior Names and Aliases](image)

7. If the applicant has lived in a different state within the last five (5) years, you will need to enter Prior Addresses to the applicant’s profile. To add a Prior Address, select **Add Prior Address** in the **Prior Addresses** section of the profile.

**Prior Addresses**

![Add Prior Address button](image)

Prior states within the U.S. other than California within the past 5 years. **This individual does not have any prior addresses entered.**
8. The **Add Prior Address** dialog box appears. Enter the address information for the applicant; then select **Save**. The dialog box will close and the **Applicant: Profile** screen will update with the information entered.

**Note:** You can add multiple previous addresses for an applicant.

![Add Prior Address dialog box](image)

9. If the individual has not lived in a different state within the last five (5) years, you may select the box with the asterisk (*) indicating the individual has not lived out of state during the specified time frame.

![Prior Addresses](image)

10. Once the applicant’s profile information is complete, select **Next** at the bottom of the page. Guardian will route you to the next step in the application process: **Pre-Association Information**.
Entering Pre-Association Information
This step of the process allows you to enter specific information regarding the position for which your applicant is applying for.

1. In the Application Details section of the page, enter values for the following fields:
   - **Agency**: Select into the ‘Search by Typing Name’ textbox. Enter ‘HCS Registry’ and select HCS Registry from the drop-down.
   - **Request Type**: Select the appropriate request type from the drop-down. The following request types will display in the drop-down:
     - Home Care Aide Registry - Initial Applicant: This request type is for an initial Home Care Aide applicant. This request type will associate the applicant to the Home Care Aide registry.
     - Home Care Aide Registry Renewal: This request type is to be used to renew a Home Care Aide’s registry status. If the HCSB user is renewing a Home Care Aide’s registry status, the user will be prompted to pay the registry fee. To have the Home Care Aide renew their registry and pay their fee, provide them with the registry’s Applicant Instruction form. Please refer to the Applicant Instruction form (p. 38) section for more information on this process.
   - **Program**: This should already be pre-populated based on your agency. (i.e. Home Care Services)
   - **Position Category**: This section will auto populate based on the request type selected. (i.e. Home Care Aide Registry)
   - **Position**: The Request Type options will be based on the request type selected. (i.e. Home Care Aide, Employee, etc.)

2. After entering the required information, select Next at the bottom of the page. The Verify Identity page will be displayed.
Verify Applicant Identity

**Note:** The Verify Identity page will give you the option to Withdraw or Save and Close an application. If you wish to continue and complete the application do not select either.

- **Withdraw:** Permanently closes an application. A confirmation page will appear prior to completing the action.
- **Save and Close:** Allows you to save the application and continue at a later time. To access a saved application, access Applications > Not Yet Submitted on the navigation bar. You will be able to locate the application and select Resume.

The Verify Identity page allows you to enter information regarding the government-issued photo ID used to verify the identity of the applicant.

1. To complete this step, enter values for the following fields:
   - **Document:** Select the document used to verify identity from the dropdown list.
   - **Issuing State/Authority:** Enter the state or government agency that issued the ID. For instance, if you used the applicant's driver's license for identity verification, you would enter the state that issued the license.
   - **Document Number:** The document number issued for the identity document selected. For example, if you used the applicant's driver's license for identity verification, you would enter the driver's license number.
   - **Document Expiration Date:** The date of expiration for the identity document selected.

2. You also have the option to upload a scanned copy of the identity verification document to Guardian. This is not required. The document will be stored with the application. Select Upload Document and follow the prompts to select and upload the file for the scanned document. Once complete, the page will display the document name of the uploaded file.
3. After entering the required information, select **Next** at the bottom of the page. Guardian will route you to the next step in the application process: **Research Registries**.

**Research Registries**
The function of Research Registries is to confirm the appropriate Request Type was selected during the Pre-Association portion of the application. This will ensure applicants new to Home Care Aide registry are identified appropriately and prevents those who have already applied to registry do not have to pay unnecessary application fees again.

The research results should appear with one of the following:

- **Not Matched**: Indicates the correct Request Type was selected and the user may continue in the application process.
- **Match**: Indicates the incorrect Request Type was selected and the user must go back and correct the error prior to continuing the application. **NOTE**: An error message should appear towards the bottom of the page and the user should not be able to continue in the application process.

<table>
<thead>
<tr>
<th>Required Registries</th>
<th>Research Requirements</th>
<th>Research Results</th>
<th>Research Completed</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSSS Accreditation Check</td>
<td>Autemaphore performed, no matches found</td>
<td>Not Matched</td>
<td></td>
<td>Add Note</td>
</tr>
</tbody>
</table>

**Agency Payment**
Guardian will present the amount due for the registry fee. The HCSB user has the ability to initiate the payment immediately via Credit, Cash or Check. The payment may also be deferred for a later time to make a batch payment.

**Credit:**
- By selecting **Credit**, the browser page will redirect to a payment page to enter credit card information. You will return to the application once payment is complete.
Cash:
- By select **Cash**, Guardian will provide the amount due. The ‘received by’ field must be completed. Select Confirm when complete.

Check:
- By selecting **Check**, Guardian will provide the amount due. Complete the Check Number, Additional Details (if applicable) and Received by fields. Select Confirm when complete.

Batch Payment:
- By selecting **Batch Payment**, HCSB will defer the payment to be paid at a later time. Pending payments may be located and managed by accessing Applications then Pending Payment on the navigation bar or from the At-A-Glance dashboard. Note: One option must be selected to continue.
• Confirm the Batch Payment amount, by selecting **Confirm**.

![Batch Payment - Background Check Fee](image)

- **Amount**: $35.00

![Confirm button](image)

• Once either Credit, Cash, Check or Batch Payment has been completed, select **Next**.

**Data Review**

The next step of the application process is to review and confirm the applicant’s data is correct and select **submit**. If the profile information needs to be changed, you may select the **Edit Applicant Profile** button. If the profile information is correct, select **Submit**.

<table>
<thead>
<tr>
<th>Personal and Demographic Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Name</strong>: Pret</td>
</tr>
<tr>
<td><strong>Middle Name</strong>:</td>
</tr>
<tr>
<td><strong>Last Name</strong>: Zai</td>
</tr>
<tr>
<td><strong>Suffix</strong>:</td>
</tr>
</tbody>
</table>

**Permanent Address**

| Address Line 1: | 133 Main St |
| Address Line 2: | City: Salt |
| | State: CA |
| | Zip: 95532 |
| **County**: |

**Mailing Address**

| Address Line 1: | 123 Main St |
| Address Line 2: | City: Salt |
| | State: CA |
| | Zip: 95582 |
| **County**: |

**Alteryx/Prior Names (Includes all names, social security numbers, and dates of birth by which an applicant is currently known or has been identified as)**

This individual does not have any aliases entered.

**Applicant’s prior dates of residence within the U.S. (other than California) within the past five (5) years:**

<table>
<thead>
<tr>
<th>Years</th>
<th>City</th>
<th>State</th>
<th>Town</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>Salem</td>
<td>Oregon</td>
<td>Washington</td>
</tr>
</tbody>
</table>

**Edit Applicant Profile**
Application Submitted Confirmation

Upon submitting the application on the last step of the process, the system will present an Application Submitted Confirmation page, provide the deadline to submit fingerprints and a link to access the CDSS Live Scan Form.

You may print the CDSS Live Scan Form and provide the form to the applicant or Guardian will email the applicant with a link to access Guardian. The applicant can register as a user of Guardian and access/print their Fingerprint Form. Note: The Live Scan form will not populate if the payment has been deferred. Once the registry payment has been made, the CDSS Live Scan Form will populate under the Documents tab of the Person Summary page. Please refer to the Understanding the Person Summary Page (p. 14) section for more information.

Take note of the application number as it displays on the confirmation page, as it is needed for the next step of the process.

Uploading the Applicant Self Disclosure via Application Administration

After an electronic application has been submitted, the LIC 508 - Criminal Record Statement must be uploaded into Guardian due to the disclosure questions. Note: You are required to upload a scanned copy of the disclosure, signed by the Applicant, to complete the application process. If this step is not completed, Guardian will send a reminder notification advising the disclosure has not been submitted.

1. From the home page, access applications > Application Administration. The Application Administration page will populate.
2. In the Application ID (Application Number) search field, enter the application number for the applicant. Select Search when complete. Note: The application number is provided upon submission of the application and can also be obtained by locating the applicant on the HCS registry roster or Person Summary page.

3. The Applicant’s name and date of birth will populate at the top of the page. Review the information to ensure you are submitting the disclosure (LIC 508) for the correct individual.

4. Select **Upload Document** to search your device for the applicant’s disclosure (LIC 508) and upload to Guardian. Note: The Submit button will be grayed-out until all steps have been completed.

5. The Upload Applicant Document screen will populate. Select a file by clicking into the text box. Name the document (i.e. Jane Doe disclosure) by entering text in the **Document Name** text box and select **Upload**.
6. Select **Applicant Disclosure**, which will open a new tab to complete the applicant disclosure on behalf of the applicant. Note: You must return to Guardian and select **submit** to complete the process.

7. Guardian will open a new tab, and require the Application number, applicant’s last name and date of birth to access the online disclosure. Enter all required information and select **Start Disclosure**.

8. Complete the entirety of the following disclosure screens. The **Disclosure Complete** page will populate upon completion. Utilize the applicant’s disclosure and record their answers in the following screens. The answers input must reflect the applicant's answers on their form.
9. Return to Guardian and select **Submit**.
Applicants can initiate an application online through their respective portals. To do so, they must obtain an Applicant Instruction form which contains a unique PIN number. The PIN is a required field for the applicant during the application process. Guardian provides two versions of the Applicant Instruction form for the HCS Registry, each with a unique PIN. The HCSB User must select the appropriate PIN to provide to the applicant, based on who will make the registry or renewal payment: The Applicant or the Home Care Services Bureau.

1. To locate an Applicant Instruction form, access Applications > Application Forms on the home page navigation bar.

2. The Application Forms page will appear. Under the Agencies Selection dropdown, type in ‘HCS Registry’ in the ‘search by typing name’ field and select HCS Registry from the drop-down. Select Generate Form.
3. The **Generate Form Report Parameters** box will appear. Under the **Payment By** drop-down, choose who will be required to pay the fee, the applicant or the agency (HCSB). Select the appropriate option and select **Display Report**.

   ![Generate Form Report Parameters](image)

   This report has custom parameters. Please fill in the information and click 'Display Report'.

   * Required

4. The **Applicant Instruction form** will populate in a new screen. The form may be printed and provided to the applicant or saved as a file and emailed to the applicant. The form provides detailed instructions for the applicant to follow on their own in Guardian.

   ![Applicant Instruction Form](image)

   **Applicant Instruction Form**

   This notice from the California Department of Social Services, is to inform you a background check is required to become associated to the agency below. Follow the instructions to submit your background check request.

   **Agency Name:** HCS Registry  
   **Agency PIN Number:** 1X2WA3

   1. **Access the Guardian Applicant Portal:**  
      Please visit [https://uat.guardian.dss.ca.gov/applicant](https://uat.guardian.dss.ca.gov/applicant)

   2. **Create an Account**  
      If you have not created an account before, please click “Register as a new user.”

5. Once the applicant **completes and submits** the application, the application will appear in the Eligibility Determination In Process queue on the At-A-Glance dashboard.
Transfers

All paper LIC 9188 – Criminal Record Exemption Transfer Requests sent to HCSB must be sent to the Care Provider Management Bureau (CPMB) for processing.

HCSB Division users may conduct real-time connections (transfers) in the field or conduct employee transfers (mass roster transfers) in Guardian. This section will cover the following:
- Employee Transfers (mass Roster Transfers)
- Connections

Employee Transfers (Roster Transfers)
The Employee Transfer function is only available to State Division users. This function is to be used to mass transfer individuals from one roster to another and should only be used when an agency is changing locations, ownership or for any reason leading to the change of the nine-digit agency number.

1. To access the Employee Transfer function, Access **Rosters > Employee Transfer** on the Navigation bar. The Employees: Transfer Employment screen will appear. **Note:** Only those with active associations and an Eligible Determination will be available for transfer.

<table>
<thead>
<tr>
<th>Employees: Transfer Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associates that are available for transfer only those with active association and an Eligible determination.</td>
</tr>
</tbody>
</table>

- Transfer from this Provider:
  - search by typing name
  - Get Roster
- Transfer to this Provider:
  - search by typing name
- Transfer
  - Terminate when transferring
2. Search for the Provider (agency) which the roster will be extracted from, by typing into the "search by typing name" box. **Note:** You may only search agencies within your Program.

3. Select the appropriate Provider from the drop down and **select, Get Roster.** The agency's roster will populate towards the bottom of the page.

4. Select all applicable employees, by selecting the **checkbox**, under the Transfer column or select the **Select All on This Page** button.
5. Once selected, **enter and select** the appropriate Provider the roster must be transferred to, select the **Terminate when Transferring** box and select **Transfer**. Note: Terminate when transferring will remove the individuals from the previous roster automatically.

![Employees: Transfer Employment](image)

**Associates that are available for transfer only those with active association and an Eligible determination.**

6. Guardian will provide a confirmation message prior to completing the action.

![Confirm Transfer](image)

**Are you sure you want to transfer?**

Yes  No
Connections (Transfers)

To perform a real-time connection, a search must be conducted to locate the individual in the database. A search may be conducted by utilizing an applicant’s identifying information or application number. Searching for an individual will search Guardian’s entire database and will populate an individual regardless of previous program association.

If the database locates the individual, you will be routed to the individual’s Person Summary page. For more information on conducting a person search, please refer to the Person Search and Person Summary section, (p. 12). Person searches should only be conducted utilizing Person Search or Application Search.

Reminder: Applicants who have previously worked in an Adult and Senior Care agency may only have the DOJ and FBI background checks conducted. Applicants who are transferring to a Child Care or Children’s Residential agency must obtain DOJ, FBI and CACI checks. If the applicant has not previously had the applicable background checks completed, Guardian will generate a Live Scan form upon application (transfer) submission. It is the Division user’s responsibility to inform the agency their applicant needs to submit new fingerprints if this occurs.

1. Once an applicant has been located, the Person Summary page will populate.

Note: If the individual has a not eligible determination status, Guardian will provide a notification indicating so (see below). Based on the timeframe since the individual’s last denial/exclusion, the applicant may be eligible to submit new fingerprints to go through the exemption process. Please follow your office protocols on how to process a transfer for an individual with a denied exemption. Either submit a new application or have the agency/applicant contact the Care Provider Management Bureau at (888) 422-5669 or guardian@dss.ca.gov for more information.
2. Select the **Add New Application** button to create a new agency association.

3. If applicable, the applicant’s previous Eligible and Accreditation (Registry Associations) Background Check (BGC) Status’ will display at the top of the page.
4. Upon selecting Add New Application, the applicant’s Personal and Demographic page will populate to review and update as needed. Add any additional aliases or prior addresses and select Next.

5. To add an **Alias/Prior Name**, select **Add Alias** in the **Prior Names and Aliases** section of the profile.

   **Note**: Aliases/Prior Names are any additional names an individual may use or has used in the past. This might include an applicant’s maiden name, a nickname, or a formal name (for instance, Theodore Booker as an alias for Ted Booker.) **Alias/Prior Names** can also include other SSNs or Dates of Birth that an applicant may be using currently or may have used in the past.
6. The **Add Alias** dialog box appears. Enter the alias information for the applicant; then select **Save**. The dialog box will close and the **Applicant: Profile** screen will update with the information entered.

![Add Alias dialog box](image)

7. If the individual does not have any Aliases/Prior Names, you may select the box with the asterisk (*) indicating the individual has not been known by any other names.

**Prior Names and Aliases**

* The individual reports that they have not been known by any other names

8. If the applicant has lived in a **different state** within the last five (5) years, you will need to enter Prior Addresses to the applicant’s profile. To add a Prior Address, select **Add Prior Address** in the **Prior Addresses** section of the profile.

**Prior Addresses**

* The individual reports that they have not lived out of state during the specified time frame

Prior states within the U.S. other than California within the past 5 years.

This individual does not have any prior addresses entered.
9. The Add Prior Address dialog box appears. Enter the address information for the applicant; then select Save. The dialog box will close and the Applicant: Profile screen will update with the information entered.

   **Note:** You can add multiple previous addresses for an applicant.

![Add Prior Address dialog box](image)

10. If the individual has not lived in a different state within the last five (5) years, you may select the box with the asterisk (*) indicating the individual has not lived out of state during the specified time frame.

   **Prior Addresses**
   
   *The individual reports that they have not lived out of state during the specified time frame*

11. Once the applicant’s profile information is complete, select Next at the bottom of the page. Guardian will route you to the next step in the application process: Pre-Association Information.
**Entering Pre-Association Information**
This step of the process allows you to enter specific information regarding the position for which the agency is requesting the applicant be associated to.

12. The Pre-Association page will populate. In the **Application Details** section of the page, enter values for the following fields and select Next when complete:

- **Agency**: Utilize the Agency drop-down list to locate the agency in which the applicant is transferring to. You may only transfer applicants to agencies within your Program. Conduct a search for the agency by typing into the ‘Search by Typing Name’ text box. Searches may be conducted by entering an agency name or number.

- **Request Type**: Select the appropriate request type from the drop-down. The following request types will display in the drop-down:
  - Home Care Org. – HCA Initial Registry: This request type is for an initial Home Care Aide applicant. This request type will associate the applicant to the Home Care Aide registry and the Home Care agency selected from the Agency drop-down. Note: If you are only associating the applicant to the HCS Registry, the Agency drop-down should reflect HCS Registry.
  - Home Care Org. – HCA Registry Renewal: This request type is to be used to renew a Home Care Aide’s registry status. When renewing a Home Care Aide’s registry status, HCSB will be prompted to pay the registry fee. To have the Home Care Aide renew their registry and pay their fee, provide them with the registry’s Applicant Instruction form. Please refer to the [Applicant Instruction form (p. 38)](#) section for more information on this process.
  - Home Care Org. – Non HCA Positions: This request type is to be used to associate non-Home Care Aide applicants to a Home Care agency. (i.e. office employees, administrators, etc.)
  - Home Care Organization – Registered HCA: This request type is to be used to associate a registered Home Care Aide, who is already in the database, to another Home Care Agency (conduct a transfer).

- **Program**: This should already be pre-populated based on your agency. (i.e. Home Care Services)

- **Position Category**: This section will auto populate based on the request type selected. (i.e. Home Care Aide Registry)

- **Position**: The Request Type options will be based on the request type selected. (i.e. Home Care Aide, Employee, etc.)
Verify Applicant Identity

The Verify Identity page will be displayed. Note: The Verify Identity page will give you the option to Withdraw or Save and Close an application. If you wish to continue and complete the application do not select either.

- **Withdraw**: Permanently closes an application. A confirmation page will appear prior to completing the action.
- **Save and Close**: Allows you to save the application and continue at a later time. To access a saved application, go to Applications > Not Yet Submitted on the navigation bar. You will be able to locate the application and select Resume to continue. Note: You will only see applications you have started in the Not Yet Submitted Queue.

The Verify Identity page allows you to enter information regarding the government-issued photo ID used to verify the identity of the applicant. To complete this step:

13. Enter values for the following fields:
   a. **Document**: Select the document used to verify identity from the dropdown list.
   b. **Issuing State/Authority**: Enter the state or government agency that issued the ID. For instance, if you used the applicant's driver's license for identity verification, you would enter the state that issued the license.
   c. **Document Number**: The document number issued for the identity document selected. For example, if you used the applicant's driver's license for identity verification, you would enter the driver's license number.
   d. **Document Expiration Date**: The date of expiration for the identity document selected.

14. You also have the option to upload a scanned copy of the identity verification document to Guardian. The document will be stored with the application. Select Upload Document and follow the prompts to select and upload the file for the scanned document. Once complete, the page will display the document name of the uploaded file. Note: The upload feature is not required to move forward.
15. After entering the required information, select **Next** at the bottom of the page. The next step in the process will be displayed.

**Research Registries**

16. The function of Research Registries is to confirm the appropriate Request Type was selected during the Pre-Association portion of the application. This will ensure applicants have associated to the Home Care Aide registry prior to initiating a transfer.

The research results should appear with one of the following:

- **Not Matched**: Indicates the correct Request Type was selected and the user may continue in the application process.

- **Match**: Indicates the incorrect Request Type was selected and the user must go back and correct the error prior to continuing the application. **NOTE**: An error message should appear towards the bottom of the page and the user should not be able to continue in the application process.
Payment

17. The Agency Payment page will populate. The Payment page is intended for initial Home Care Registry fees and renewal fees. Based on the request type selected, a payment may be required. (i.e. Home Care Org. – HCA Registry Renewal) If a payment is required, the HCSB user must select Cash, Credit, Check or Batch Payment to complete the payment at a later time. Select the appropriate option, or if a payment is not required, select Next to continue.

Data Review

18. The next step of the application process is to review and confirm the applicant’s data is correct and select submit. If the profile information needs to be changed, you may select the Edit Applicant Profile button. If all information is correct, select submit.
Application Submitted Confirmation

19. The Applicant: Confirmation page will populate.

- If the submission was successful, and the applicant does not need to submit new fingerprints, Guardian will advise ‘The applicant is eligible and does not require fingerprints’. The process is complete.

- If the applicant needs to submit fingerprints, the CDSS Live Scan form will generate. Guardian will advise ‘The applicant is not eligible for employment’ and provide the deadline the applicant has to submit new fingerprints. Note: If an applicant has an existing In-Process determination status, the CDSS Live Scan form will also populate.

- If the agency and applicant are Guardian users, they will receive an email notification informing them fingerprints must be submitted. Failure to submit new fingerprints will result in an application closure.
Application Administration

After an initial application has been submitted, in which fingerprints are required, agencies and HCSB Division users must upload a copy of the LIC 508 Criminal Record Statement, into Guardian due to the disclosure questions. **Note:** A scanned copy of the LIC 508 disclosure, signed by the Applicant, must be uploaded to Guardian to complete the application process. If this step is not completed, Guardian will send a reminder notification advising this step is needed. HCSB Division users can assist agencies with completing this process.

1. From the home page, access applications > **Application Administration**. The Application Administration page will populate.

2. In the Application ID (Application Number) search field, enter the application number for the applicant. Select **Search** when complete. Note: The application number is provided upon submission of the application and can also be obtained by locating the applicant on the agency’s roster.

3. The Applicant’s name and date of birth will populate at the top of the page. Review the information to ensure you are submitting the disclosure (LIC 508) for the correct individual.

4. Select **Upload Document** to search your device for the applicant’s disclosure (LIC 508/LIC 508D) and upload to Guardian. **Note:** The Submit button will be grayed-out until all steps have been completed.
5. The Upload Applicant Document screen will populate. Select a file by clicking into the text box. Name the document (i.e. Jane Doe disclosure) by entering text in the Document Name text box and select Upload.

6. Select Applicant Disclosure, which will open a new tab to complete the applicant disclosure on behalf of the applicant. Note: You must return to Guardian and select submit to complete the process.
7. Guardian will open a new tab, and require the Application number, applicant’s last name and date of birth to access the online disclosure. Enter all required information and select **Start Disclosure**.

![Disclosure](image)

8. Complete the entirety of the following disclosure screens. The **Disclosure Complete** page will populate upon completion. Utilize the applicant’s disclosure and record their answers in the following screens. The answers input must reflect the applicant’s answers on their form.

![Disclosure Complete](image)

9. Return to Guardian and select **Submit**.

![Application Administration](image)
Roster Management

Agency users of Guardian will now have access to view and manage their rosters. HCSB Division users may also view, print and assist agencies with roster management, as well as manage the HCS Registry roster. This section will cover the following:

- Locating a Roster
- Printing a Roster
- Separating (Disassociating) Individuals from a Roster
- Disassociating Due to a Not Eligible Determination Status

Locating a Roster

1. Rosters are accessible by hovering over Rosters from the navigation bar and selecting Roster.

2. The Association: Roster screen will appear. Utilize the various filter criteria to narrow the search to a specific agency.
   Helpful tip: The quickest way to locate an agency is type in the agency’s name in the ‘Search by Typing Name’ textbox. Utilize the arrow drop-down to locate the agency from the generated list. Select the agency from the agency drop-down and select Search. Only agencies within your program will generate. (i.e. Home Care Services Agencies)
3. The Agency roster will populate towards the bottom of the page. The roster will display each individual’s Application Number, Background Check ID, personal identifying information, association status, association date (start and end if applicable), Approval Conditions (if applicable) and determination of each associated individual.

Printing a Roster

1. To print a roster, select the print option at the bottom of the page.

2. The CSV File (Comma Separated Value) will export the data into a database file format. Note: Roster information is also printable utilizing this feature.

Separating (Disassociating) Individuals from a Roster

1. Utilize the Action column to Edit the Association of an individual on the roster.
2. To separate an individual from an agency roster, select edit. The Edit Association box will appear.

3. Under the Association Status, change the drop-down from Permanent (associated) to Separated (disassociated) and enter a Separation Date. Select Save when complete.
4. To confirm the individual has successfully been disassociated from the agency roster, an **Association End Date** should populate in the appropriate column.

<table>
<thead>
<tr>
<th>Application</th>
<th>Background Check ID</th>
<th>Agency</th>
<th>Last Name</th>
<th>First Name</th>
<th>Date Of Birth</th>
<th>Position</th>
<th>Association Status</th>
<th>Permanent Association Date</th>
<th>Association End Date</th>
<th>Approval Conditions</th>
<th>Determination</th>
<th>Determination Expiration Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5899</td>
<td>105836</td>
<td>Brooks</td>
<td>Tony</td>
<td>Jones</td>
<td>1/15/1974</td>
<td>Licenses/Applicant</td>
<td>Permanent</td>
<td>06/19/2020</td>
<td></td>
<td>Eligible - Fingerprint Taken</td>
<td>Eagle</td>
<td>06/19/2020</td>
<td></td>
</tr>
<tr>
<td>5900</td>
<td>105837</td>
<td>Brooks</td>
<td>Tony</td>
<td>Jones</td>
<td>1/15/1974</td>
<td>Licenses/Applicant</td>
<td>Permanent</td>
<td>06/19/2020</td>
<td></td>
<td>Eligible - Fingerprint Taken</td>
<td>Eagle</td>
<td>06/19/2020</td>
<td></td>
</tr>
<tr>
<td>5901</td>
<td>105838</td>
<td>Brooks</td>
<td>Tony</td>
<td>Jones</td>
<td>1/15/1974</td>
<td>Licenses/Applicant</td>
<td>Permanent</td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

**Disassociating Due to a Not Eligible Determination Status**

When viewing a roster, HCSB Division users may notice further action needs to be taken for those individuals whose background check resulted in a Not Eligible determination status. When a determination status results in a Not Eligible status, the agency or state user must disassociate the individual from the roster. Note: These applications will also appear in the Eligibility Determination Complete, Determination Available and Action Needed, and Determination Not Eligible Currently Employed queues on the At-A-Glance dashboard.

1. Once a roster has been located, the user may review the **action column** to determine if further action is needed.

<table>
<thead>
<tr>
<th>Application</th>
<th>Background Check ID</th>
<th>Agency</th>
<th>Last Name</th>
<th>First Name</th>
<th>Date Of Birth</th>
<th>Position</th>
<th>Association Status</th>
<th>Permanent Association Date</th>
<th>Association End Date</th>
<th>Approval Conditions</th>
<th>Determination</th>
<th>Determination Expiration Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>1000018</td>
<td>Brooks</td>
<td>Nancy</td>
<td>Sally</td>
<td>03/15/1979</td>
<td>Employee</td>
<td>Permanent</td>
<td>02/28/2020</td>
<td></td>
<td>Closed - Fingerprint Not Taken</td>
<td>Eagle</td>
<td>02/28/2020</td>
<td></td>
</tr>
<tr>
<td>4359</td>
<td>104250</td>
<td>Brooks</td>
<td>Nancy</td>
<td>Sally</td>
<td>03/15/1979</td>
<td>Employee</td>
<td>Permanent</td>
<td>02/28/2020</td>
<td></td>
<td>Closed - Fingerprint Not Taken</td>
<td>Eagle</td>
<td>02/28/2020</td>
<td></td>
</tr>
</tbody>
</table>

2. If an individual on the roster displays further action is needed, (i.e. Disassociate from Roster) the user will select the **Disassociate from Roster** link, under the actions column. The Terminate Employment box will appear.
3. A **separation date** must be entered. Select **save** once complete. The individual will be removed from the agency’s roster. Note: These dates may be backdated.
Managing Applications with a Final Determination

As a determination become available on an In-Process application, resulting in an Eligible or Not Eligible status, agency and HCSB Division users must make a hiring decision for the applicant.

The following section will cover managing:

- The Eligibility Determination Complete Queue
- The Determinations Available and Action Needed Queue

Eligibility Determination Complete
As background determinations are made for applications, the applications will go into the Eligibility Determination Complete queue. An agency user must manage their applications and are the first line of application management for their agency. HCSB Division users must manage the applications associated to the HCS Registry.

- Applications which result in an Eligible determination status, may be disassociated from a roster or may be ‘closed’ to remove the application from the pending queue. Note: Selecting close for an application in Determination Available and Action Needed keeps the applicant associated to the agency roster. The close function will simply remove the application from the queue.
- Applications which result in a Not Eligible determination status, must be removed from rosters.
1. Access **Eligibility Determination Complete** from the At-A-Glance dashboard, on the home page.

![At-a-Glance dashboard](image)

2. Utilize the filter options at the top of the page to locate the HCS Registry roster or Home Care Agency roster. Select **Search** when complete.

![Filter options](image)

3. The individuals with a **Complete Eligibility Determination** will populate towards the bottom of the page.

![Roster](image)
4. If an individual has an Eligible Determination status, the Division user may select **Close** to remove the application from the queue and keep the individual on the HCS Registry (or agency) roster. No further action is required.

5. If the Determination Status reveals an applicant is Not Eligible to work (i.e. Exemption Denial) the Division user will **Disassociate from Roster** as the applicant is not eligible for hire.

   Note: Division users must manage the Eligibility Determination Complete regularly to ensure individuals who are not eligible for hire are removed from the HCS Registry roster.
Determination Available and Action Needed

The Determination Available and Action Needed queue are applications which have had a determination made more than ten days prior and are waiting for a hiring decision to be made. These applications must have action taken on them by HCSB Division user staff. This queue will be inclusive of both Home Care Agencies and HCS Registry applications.

1. Access **Determination Available and Action Needed** from the At-A-Glance dashboard, on the home page.

   **At a Glance**

<table>
<thead>
<tr>
<th>Applications</th>
<th>27</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Yet Submitted</td>
<td>24</td>
</tr>
<tr>
<td>Not Yet Submitted &gt; 10 Days</td>
<td>74</td>
</tr>
<tr>
<td>Eligibility Determination In Process</td>
<td>104</td>
</tr>
<tr>
<td>Eligibility Determination Complete</td>
<td>102</td>
</tr>
<tr>
<td><strong>Determination Available and Action Needed</strong></td>
<td>73</td>
</tr>
<tr>
<td>Applications Submitted But Fingerprints Not Completed</td>
<td>86</td>
</tr>
<tr>
<td>Determination Not Eligible Currently Employed</td>
<td>18</td>
</tr>
<tr>
<td>Pending Payments</td>
<td>42</td>
</tr>
<tr>
<td>Accreditation In Process</td>
<td>70</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Determinations</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligible For Criminal History Appeal</td>
<td>5</td>
</tr>
<tr>
<td>Criminal History Appeals In Process</td>
<td>5</td>
</tr>
<tr>
<td>Ready For Research</td>
<td>6</td>
</tr>
<tr>
<td>Materials In Process</td>
<td>0</td>
</tr>
<tr>
<td>Flagged For Registry Review</td>
<td>0</td>
</tr>
</tbody>
</table>

2. The list of applicants with a final determination will populate. This list will be inclusive of all Home Care Agencies and the HCS Registry. Note: The search filters at the top of the page are not needed, unless the Division user is narrowing down the search results.

3. If an individual has an Eligible Determination status, the Division user may select **Close** to remove the application from the queue and keep the individual on the HCS Registry (or agency) roster. No further action is required.
4. If the Determination Status reveals an applicant is Not Eligible to work (i.e. Exemption Denial) the Division user will **Disassociate from Roster** as the applicant is not eligible for hire.

Note: Division users must manage the Eligibility Determination Complete regularly to ensure individuals who are not eligible for hire are removed from the HCS Registry roster.
Managing Pending Payments

1. To locate Home Care Aide Registry fees which require payment, access ‘Pending Payments’ on the At-A-Glance Dashboard.

   **At a Glance**

<table>
<thead>
<tr>
<th>Applications</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Yet Submitted</td>
<td>4</td>
</tr>
<tr>
<td>Not Yet Submitted &gt; 10 Days</td>
<td>2</td>
</tr>
<tr>
<td>Eligibility Determination In Process</td>
<td>23</td>
</tr>
<tr>
<td>Eligibility Determination Complete</td>
<td>9</td>
</tr>
<tr>
<td>Determination Available and Action</td>
<td>2</td>
</tr>
<tr>
<td>Needed Applications Submitted But</td>
<td>18</td>
</tr>
<tr>
<td>Fingerprints Not Completed</td>
<td>0</td>
</tr>
<tr>
<td>Determination Not Eligible Currently</td>
<td>10</td>
</tr>
<tr>
<td>Employed</td>
<td></td>
</tr>
<tr>
<td>Determination In Process With No</td>
<td>22</td>
</tr>
<tr>
<td>Documents</td>
<td></td>
</tr>
</tbody>
</table>

2. A list of all pending payments will generate with the associated application number, agency name, applicant’s name, days the payment has been pending and amount.
3. Utilize the filter options at the top of the page to locate pending HCS Registry Payments and select **Search**.

4. The list of applications with a pending payment will populate. In the ‘Pay Now’ column, select the payment(s) in which you would like to pay or select all. Select **Pay by Credit Card** or **Pay by Check** once complete.

5. Guardian will route you to a payment page to complete the payment. Once complete the paid pending payments will be removed from the ‘Pending Payments’ queue.
HCSB Admin User Functions

HCSB Management will be creating user accounts for staff on an as needed basis. (i.e. Analysts, Support Staff, etc.) When creating user accounts, management has the ability to designate specific levels of access based on the user’s work flow need. The following sections will provide an overview for Grantable – Division Administrator Users. If your Manager has assigned you with the Grantable – Division Administrator role, you will be able to perform the following functions:

- Create a New User Account
- Disable a User Account
- Unlocking (Enabling) a User Account
- Manually Resetting a User’s Password

**Create a New User Account**

The following section will demonstrate how to create a user account for staff and provide clarification on the functions on each role.

1. From the home page, hover over **Admin** on the navigation bar and select **User Accounts**. The Administration: User Accounts screen appears.
2. Select **Add New User**.
3. The User Accounts page will populate. All required fields are marked with a red asterisk (*). Note: The ‘Status’ field should auto-populate to ‘Enabled.’ The ‘Is Pending’ field should auto-populate to ‘No.’ The ‘User Type’ drop-down will auto-populate to Division. These do not need to be changed.

4. Utilize the new user’s **DSS email address** in the Username text box. Other required information includes the user’s First Name, Last Name, Email Address (DSS email) and Phone Number. Note: The Username and Email Address fields must match.

5. In the Role(s) field, each program has four (4) checkboxes which control what a user can see and do in the system. There are two user roles in which you may assign your staff: HCSB Division Basic and HCSB Division Admin. **Note: Do not utilize the CCLD, Ombudsman or TrustLine Division user roles.**
a. HCSB Division Basic: Should be utilized for Support Staff. This role provides a user basic, view only capability. To assign support staff, or an individual with these needs a role, select the following:

![Role Selection Table]

b. HCSB Division Admin: Should be utilized for Managers, or staff who may need access to all Admin functions. This role provides editing and roster management capability. To assign staff with this role, select the following:

![Role Selection Table]

Note: By choosing selected only, you provide this user with access to perform all Admin functions except create additional user accounts. To allow this user to create additional user accounts, select both selected and grantable:

![Role Selection Table]

If you would like this user to be able to create both basic and Admin user accounts (same access as the Division Administrator), select all four checkboxes:

![Role Selection Table]
6. Ensure to assign your new user a Division. This is a required field. (i.e. Home Care Services)

7. Select **Save** once complete. The new user will receive a welcome email with a temporary password. The email will be sent from guardian-noreply@dss.ca.gov. Ensure the user checks all junk and spam folders. Note: Be sure to inform the new user of their username. This will not be included in the welcome email.
Disable a User Account

As staffing changes occur, you may need to disable a user account for an individual who is no longer employed in with the Home Care Services Bureau or no longer needs Guardian access. These changes must be completed by a Division Administrator or an individual with an equivalent Division Administrator user role assigned to them.

1. From the home page, hover over Admin on the navigation bar and select User Accounts. The Administration: User Accounts screen appears.
2. Search for the individual by entering their First Name, Last Name, Guardian Username or Email address in the appropriate fields. Select **Search** once complete.

3. The user account will populate towards the bottom of the page under User Search Results. Once the account is located, select the **Disable** option under the Actions column.
4. A Note box will appear. Input the reason for disabling the account. (i.e. Individual no longer works for division) Select Save when complete. The Guardian user will no longer have access to their user account.

```
Note

ROtest@test.com: RO Test

John Doe no longer needs Guardian access.
```

[Cancel] [Save]
Unlocking (Enabling) a User Account

If a user (i.e. support staff, analyst, etc.) has been locked out of Guardian due to too many incorrect password attempts, an individual with a Division Administrator Account user role will need to unlock (enable) the user's account. These changes must be completed by a Division Administrator or an individual with an equivalent Division Administrator user role assigned to them.

1. From the home page, hover over Admin on the navigation bar and select User Accounts. The Administration: User Accounts screen appears.

2. Search for the individual by entering their First Name, Last Name, Guardian Username or Email address in the appropriate fields. Select Search once complete.
3. The user account will populate towards the bottom of the page under User Search Results. The Status column will confirm the account has been locked.

4. To unlock the account, select Enable under the Actions tab.

5. The user account will then be Enabled and the user will get an email notification notifying them their account has been unlocked.

6. If the user does not remember their password, they may utilize the self-help password recovery option on the Guardian Login page. They may click Forgot Password/Unlock and follow the instructions to reset their password and have a new password sent to them.

Note: The Forgot Password/Unlock feature is only available to users who have complete their account activation.
If a user (i.e. support staff, analyst, etc.) has been locked out of Guardian due to too many incorrect password attempts and does not recall the answers to their security questions or never completed their account activation, an individual with a Division Administrator Account user role will need to manually reset the password. These changes must be completed by a Division Administrator or an individual with an equivalent Division Administrator user role assigned to them.

1. From the home page, hover over Admin on the navigation bar and select User Accounts. The Administration: User Accounts screen appears.

2. Search for the individual by entering their First Name, Last Name, Guardian Username or Email address in the appropriate fields. Select Search once complete.
3. The user account will populate towards the bottom of the page under User Search Results. The Status column will confirm the account has been locked.

4. Select **Edit**, under the Actions column.

5. The Administration: User Accounts page will populate. Select **Reset Password** at the bottom of the page.
6. The account will be unlocked and the user will receive an email from guardian-noreply@dss.ca.gov with a new temporary password. Upon login, the user will also be able to change their current password.
Glossary

- **Agency**: An agency is defined as a TrustLine Agency, Home Care Organization or Licensing facility.

- **Accreditation Module**: The Registry module utilized for Trustline and Home Care Services Registry status management.

- **Application Number (#)**: A unique number created for an applicant for each new agency association or when Guardian receives a set of fingerprints from Department of Justice (DOJ). The Application Number is searchable in Guardian.

- **Background Check ID (#)**: A unique identifier for a background check decision which is associated to a set of fingerprints. A Background Check ID may have multiple applications associated to them. Example: An applicant may have a Background Check ID which does not include a Child Abuse Central Index (CACI) check. If a CACI check was needed for employment, the applicant would need new fingerprints, resulting in a new Background Check ID.

- **Closed (determination status)**: The closed determination status indicates a background check has been closed by CDSS Staff due to failure to comply with the background check process. (i.e. respond to correspondence)

- **Connected**: Transferred.

- **Determination Status**: Background check determination

- **Disassociate**: The action of separating an individual from your roster.

- **Eligible**: Indicates an applicant is eligible to work as a result of a clearance or exemption approval. The eligible determination status may have further background check details. (i.e. Eligible – Cleared, Eligible – Exemption Granted, etc.)

- **In Process (determination status)**: An Application has been submitted in Guardian and is awaiting fingerprints or background check review.

- **Not Eligible (determination status)**: Indicates an applicant is not eligible to work due to the result of a background check decision. The eligible determination status may have further background check details. (i.e. Not Eligible – Exemption Denied, Eligible – Exclusion, etc.)

- **Permanent**: Indicates an applicant is association to an agency.

- **Provider**: An agency is defined as a TrustLine Agency, Home Care Organization or Licensing facility.

- **Roster**: A list of individuals associated to an Agency or Registry.

- **Separated**: Indicates an application is not associated (disassociated) from an agency.