
HOME CARE SERVICES BUREAU: GUARDIAN USER GUIDE

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

Table of Contents

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

Connections (Transfers).....	42
Application Administration	53
Roster Management.....	56
Locating a Roster	56
Printing a Roster	57
Separating (Disassociating) Individuals from a Roster.....	57
Disassociating Due to a Not Eligible Determination Status	59
Managing Applications with a Final Determination	61
Eligibility Determination Complete.....	61
Determination Available and Action Needed.....	64
Managing Pending Payments	66
HCSB Admin User Functions.....	68
Create a New User Account.....	68
Disable a User Account.....	73
Unlocking (Enabling) a User Account.....	76
Manually Resetting a User's Password.....	78
Glossary	81

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



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.



Terms and Conditions This is a U.S. Government System. Your assistance is needed for the protection of our computer systems and data. Please be aware that this computer system is the property of the State of California, Department of Social Services (CDSS) and is only to be accessed and used for official government business by authorized individuals. Unauthorized use of this system is strictly prohibited by CDSS and may also be prohibited by applicable state and/or federal laws. Such use may result in disciplinary action, up to and including termination, and may result in criminal and civil penalties. Users should be aware there is no expectation of privacy in the use of CDSS systems. CDSS has the right to monitor, log and recover all system and network activity with or without notice, including e-mail and all website communications. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to law enforcement personnel. All applicant Personally Identifiable Information is to be used only for purposes of criminal background checks and roster management. Access to this portal should be restricted to individuals who have received a CDSS criminal record clearance or exemption.

Pressing 'OK' and the subsequent use of this system is an agreement to comply with those policies.

[OK](#)

Guardian UAT - Version: 20201130

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 you 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.

Update Login Information

** Required*

<p><i>* Current Password:</i> <input type="text"/></p> <p><i>* New Password:</i> <input type="text"/></p> <p><i>* Confirm New Password:</i> <input type="text"/></p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Password Rules</p> <ul style="list-style-type: none"> Must be 8 - 16 characters. One or more uppercase letters. One or more lowercase letters. One or more numbers. One or more special characters. Cannot reuse prior passwords. Cannot contain a '<' or '>'. </div>	<p>Select a question below and/or edit the question text <input type="text"/></p> <p><i>* Security Question 1:</i> <input type="text"/></p> <p><i>* Security Answer 1:</i> <input type="text"/></p> <p><i>* Confirm Security Answer 1:</i> <input type="text"/></p> <p>Select a question below and/or edit the question text <input type="text"/></p> <p><i>* Security Question 2:</i> <input type="text"/></p> <p><i>* Security Answer 2:</i> <input type="text"/></p> <p><i>* Confirm Security Answer 2:</i> <input type="text"/></p>
---	---

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**:

Username:

Password:

[Forgot Password / Unlock](#)

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

Forgot Password

Step 1

* Username:

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

The screenshot shows a web form titled "Forgot Password" with a dark blue header. Below the header, it says "Step 2". The main question is "What was the name of your first pet?" followed by a white text input field with a black border. Below the input field are two buttons: a blue "Cancel" button and a blue "Email New Password" button.

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

Applications	
Not Yet Submitted	27
Not Yet Submitted > 10 Days	26
Eligibility Determination Complete	109
Determination Available and Action Needed	78
Rapback Determination Available	2
Determination Not Eligible Currently Employed	19
Pending Payments	42
Determinations	
Eligible For Criminal History Appeal	6
Criminal History Appeals In Process	6
Ready For Research	5
Materials In Process	0
Flagged For Registry Review	0
Agencies	
Agencies Needing Program Assignment	0

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 to 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.

Person Search and Person Summary



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.

Person Search

Enter Search Criteria

First Name/Alias: <input type="text"/>	Background Check #: <input type="text"/>	Identity Document: <input type="text"/>
Middle Name/Alias: <input type="text"/>	SID: <input type="text"/>	Per ID: <input type="text"/>
Last Name: <input type="text"/>		
Date of Birth/Alias: <input type="text"/>		
SSN/Alias: <input type="text"/>		

- 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.

- 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:

Search Results

Locked	Last Name	First Name	# Aliases	SSN	Date of Birth
	Squarepants	Spongebob		XXX-XX-8656	07/22/1980
	Squarepants	Sponge		XXX-XX-2456	10/24/1993
	Squarepants	Sponge		XXX-XX-2456	07/08/1985

3 Total Results

- If the individual has a record in Guardian, the search will return with their Person Summary page:

Sponge Bob Squarepants, 343-23-2456, 10/24/1993

[Add New Application](#) [Case Notes](#)

Profile [Applications](#) [Appeals](#) [Association](#) [Documents](#) [History](#)

Person created by CDSSABunyardProvider on 6/29/2020

Personal and Demographic Information

First Name: Sponge	SSN: 343-23-2456 <small>This is an ITIN: No</small>
Middle Name: Bob	Date of Birth: 10/24/1993
Last Name: Squarepants	CA Drivers License/State ID:
Suffix:	PerID: 4600000015
Permanent/Physical Address	Race:
Address Line 1: 123 Main St	Gender:
Address Line 2:	Eye Color:
Zip: 95814	Hair Color:
City: Sacramento	Height:
State: California	Weight:
County:	US Citizen:
Mailing Address	Place Of Birth:
Same as Permanent Address: Yes	Phone:
	Phone Type:
	Secondary Phone:
	Secondary Phone Type:
	* Applicant Email: ?
	cpcb.guardian.testing+spongebobsquarepants@gmail.com
	Summary Note:

[Edit Name and Address](#) [Edit](#)

Aliases/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.

[Add Alias](#)

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

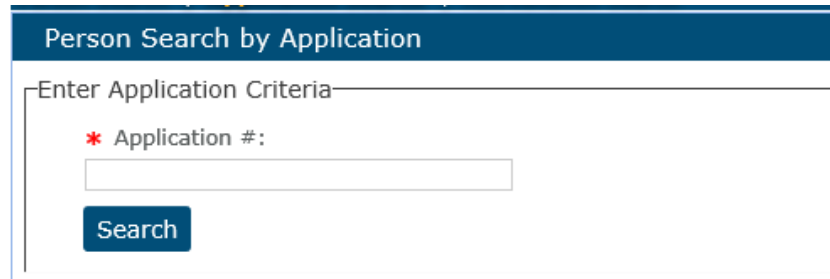
This individual does not have any prior addresses entered.

[Add Prior Address](#)

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**.

Profile
Applications
Association
Documents
Accreditations
History

Person created by CDSSABunyardProvider on 6/29/2020

Personal and Demographic Information

<p>First Name: Sponge</p> <p>Middle Name: Bob</p> <p>Last Name: Squarepants</p> <p>Suffix:</p> <p>Permanent/Physical Address</p> <p>Address Line 1: 123 Main St</p> <p>Address Line 2:</p> <p>Zip: 95814</p> <p>City: Sacramento</p> <p>State: California</p> <p>County:</p> <p>Mailing Address</p> <p>Same as Permanent Address: Yes</p>	<p>SSN: 343-23-2456 This is an ITIN: No</p> <p>Date of Birth: 10/24/1993</p> <p>CA Drivers License/State ID:</p> <p>PerID: 4600000015</p> <p>Race:</p> <p>Gender:</p> <p>Eye Color:</p> <p>Hair Color:</p> <p>Height:</p> <p>Weight:</p> <p>US Citizen:</p> <p>Place Of Birth:</p> <p>Phone:</p> <p>Phone Type:</p> <p>Secondary Phone:</p> <p>Secondary Phone Type:</p> <p>* Applicant Email: </p> <p>cbcb.guardian.testing+spongebobsquarepants@gmail.com</p> <p>Summary Note:</p>
---	--

Edit Name and Address
Edit

Aliases/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.

[Add Alias](#)

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.

[Add Prior Address](#)

- View and edit (based on your user role) the applicant's name and address by selecting **Edit Name and Address**.

Profile Applications Association Documents Accreditations History

Person created by CDSSABunyardProvider on 6/29/2020

Personal and Demographic Information

First Name: Sponge	SSN: 343-23-2456 This is an ITIN: No
Middle Name: Bob	Date of Birth: 10/24/1993
Last Name: Squarepants	CA Drivers License/State ID:
Suffix:	PerID: 4600000015
Permanent/Physical Address	Race:
Address Line 1: 123 Main St	Gender:
Address Line 2:	Eye Color:
Zip: 95814	Hair Color:
City: Sacramento	Height:
State: California	Weight:
County:	US Citizen:
Mailing Address	Place Of Birth:
Same as Permanent Address: Yes	Phone:
	Phone Type:
	Secondary Phone:
	Secondary Phone Type:
	* Applicant Email:
	cbcb_guardian.testing+spongebobsquarepants@gmail.com
	Summary Note:

[Edit Name and Address](#) [Edit](#)

Aliases/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.

[Add Alias](#)

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.

[Add Prior Address](#)

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

Profile Applications Association Documents Accreditations History

Person created by CDSSABunyardProvider on 6/29/2020

Personal and Demographic Information

First Name: Sponge	SSN: 343-23-2456 This is an ITIN: No
Middle Name: Bob	Date of Birth: 10/24/1993
Last Name: Squarepants	CA Drivers License/State ID:
Suffix:	PerID: 4600000015
Permanent/Physical Address	Race:
Address Line 1: 123 Main St	Gender:
Address Line 2:	Eye Color:
Zip: 95814	Hair Color:
City: Sacramento	Height:
State: California	Weight:
County:	US Citizen:
Mailing Address	Place Of Birth:
Same as Permanent Address: Yes	Phone:
	Phone Type:
	Secondary Phone:
	Secondary Phone Type:
	* Applicant Email:
	cbcb_guardian.testing+spongebobsquarepants@gmail.com
	Summary Note:

[Edit Name and Address](#) [Edit](#)

Aliases/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.

[Add Alias](#)

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.

[Add Prior Address](#)

- 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.

Profile Applications Association Documents Accreditations History

Person created by CDSSABunyardProvider on 6/29/2020

Personal and Demographic Information

First Name: Sponge	SSN: 343-23-2456 This is an ITIN: No
Middle Name: Bob	Date of Birth: 10/24/1993
Last Name: Squarepants	CA Drivers License/State ID:
Suffix:	PerID: 4600000015

Permanent/Physical Address	Race:
Address Line 1: 123 Main St	Gender:
Address Line 2:	Eye Color:
Zip: 95814	Hair Color:
City: Sacramento	Height:
State: California	Weight:
County:	US Citizen:
Mailing Address	Place Of Birth:
Same as Permanent Address: Yes	Phone:
	Phone Type:
	Secondary Phone:
	Secondary Phone Type:
	* Applicant Email:
	cbbc.guardian.testing+spongebobsquarepants@gmail.com
	Summary Note:

[Edit Name and Address](#) [Edit](#)

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

This individual does not have any aliases entered.

[Add Alias](#)

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.

[Add Prior Address](#)

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)


Profile	Applications	Appeals	Association	Documents	History
PS TEST 12/15					
Background Check #: 104350 (Fingerprint Based)					
Process Started	Determination Status	Status Date	CRCS Status	Appeal Date	
6/29/2020	Eligible - DSS Clearance	6/29/2020			

- To locate the applications associated to a background check, select the **blue arrow**. All associated applications will populate.


Profile Applications Association Documents Accreditations History

Background Check #: 104350 (Fingerprint Based)

Process Started	Determination Status	Status Date	CRCS Status	Appeal Date
6/29/2020	Eligible - DSS Clearance	6/29/2020		

 Applications Associated with this Background Check

All applications associated to the background check will populate. The applications table will allow you to view the following:

 Applications Associated with this Background Check

Application # - Type	Application Status	Status Date	Provider	Request Type	Position	Documents	Actions
22575 - Connected	Determination Available	10/21/2020	Residential-Elderly 38 - 157206891		Employee		Notes (0) Add Employment
5897 - Connected	Determination Available	8/5/2020	Amber's Adult Day Care - 123321123	Adult & Senior Care	Employee		Notes (1) Add Employment Edit Application Identity
4353	Closed - Hired	10/21/2020	Sunrise Adult Day Care	Adult & Senior Care	Employee	CDSS Prepopulated Fingerprint Form	Notes (0) Add Employment Edit Application Identity
4363 - Connected	Closed - Hired	10/21/2020	BRIGGS HOUSE	Children's Residential	Employee		Notes (0) Add Employment Edit Application Identity
5989 - Connected	Closed - Hired	8/24/2020	Xtina's Day Care - 198123400	Child Care	Non-Client Adult Resident		Notes (0) Add Employment Edit Application Identity

- 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:
 - 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

Cancel
Save

- 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.**

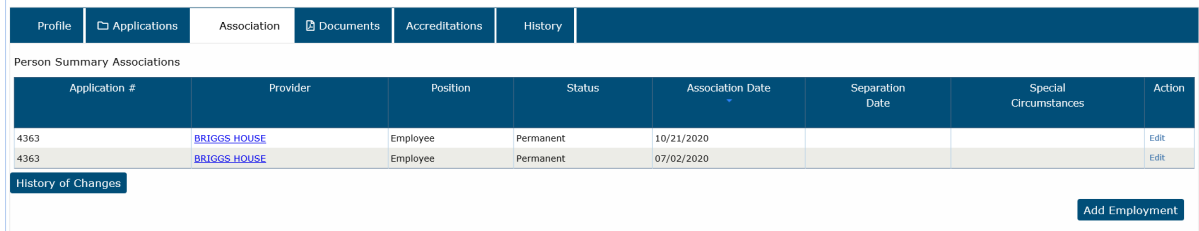
Appeals Tab

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.

Profile	Applications	Appeals	Association	Documents	History			
Background Check #	Division	Agency			Status	Appeal Type	Appeal Started	Appeal Completed
105975	Children's Residential	HUCKLEBERRY HOUSE - 385650043			In Process	Legal Appeal	9/3/2020	
Event	Date	Responsible Party	Outcome	Comment				
Review Appeal Request	09/03/2020		Complete	Processed on: 10/17/2020.				
Complete Statement of Facts	12/28/2020		Complete					

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:



The screenshot shows a web interface with a navigation bar at the top containing tabs for Profile, Applications, Association (selected), Documents, Accreditations, and History. Below the navigation bar is a section titled "Person Summary Associations" containing a table with the following columns: Application #, Provider, Position, Status, Association Date, Separation Date, Special Circumstances, and Action. Two rows of data are visible, both for the provider "BRIGGS HOUSE". The first row has Application # 4363, Position Employee, Status Permanent, and Association Date 10/21/2020. The second row has Application # 4363, Position Employee, Status Permanent, and Association Date 07/02/2020. Each row has an "Edit" link in the Action column. Below the table is a "History of Changes" button and an "Add Employment" button.

Application #	Provider	Position	Status	Association Date	Separation Date	Special Circumstances	Action
4363	BRIGGS HOUSE	Employee	Permanent	10/21/2020			Edit
4363	BRIGGS HOUSE	Employee	Permanent	07/02/2020			Edit

- The **Application #** column will display the associated application number for each agency.
- The **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.
- The **Position** column will display the applicant's position with the agency.
- The **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.
- The **Association Date** column is the date the applicant was associated to the agency (date application was submitted).
- The **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.

Edit Association

Sponge Bob Squarepants, 343-23-2456, 10/24/1993

Edit Association

** Required*

*** Association Status:** Permanent

Provider: BRIGGS HOUSE

Position Category: Child Care

*** Position:** Employee

Save Cancel

- When changing an applicant's position type, select the applicable position from the drop-down. Select **Save** once complete.

Edit Association

Sponge Bob Squarepants, 343-23-2456, 10/24/1993

Edit Association

** Required*

*** Association Status:** Permanent

Provider: BRIGGS HOUSE

Position Category: Child Care

*** Position:**

- Corporate Board Member
- Employee
- Licensee/Applicant
- Non-Client Adult Resident
- Spouse/Domestic Partner of Licensee

Documents Tab

The Documents Tab will display Guardian Generated Forms, Letters and Reports.

Person Summary

Person Sample, 855-55-5599, 5/31/1960
 Accreditation / BGC Status: HCA - Registered - Clearance (1/5/2023) / Eligible

Add New Application
Case Notes

Profile
Applications
Appeals
Association
Documents
Accreditations
History

Background Check # 120572
 Generated Forms, Letters, and Reports

Document Type	Application #	Provider	Document Name	File Size	Generated By	Generated On
Application	38314	Yasaira's Family Day Care - 745000745	CDSS Eligible.pdf	218.0KB	TasksService	1/5/2021 3:50 PM
Application	38315	Laura's Children's Residential - 000999988	CDSS Eligible.pdf	218.0KB	TasksService	1/5/2021 3:57 PM
Accreditation		HCS Registry	Home Care Aide Registration Approval.pdf	219.0KB	TasksService	1/5/2021 4:26 PM
Application	38316	HCS Registry	CDSS Eligible.pdf	218.0KB	TasksService	1/5/2021 4:26 PM

Uploaded Documents
 There are no Uploaded Documents

Accreditations Tab

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

Add New Application
Case Notes

Profile
Applications
Appeals
Association
Documents
Accreditations
History

Accreditations

Application #	Provider	License / Certificate	Accreditation Number	Accreditation Status	Accreditation Status Reason	Original Issue Date	Issue Date	Expiration Date	Action
38316	HCS Registry	Home Care Aide - HCA	HCA100733	Registered - Clearance		01/05/2021	01/05/2021	01/05/2023	Override Status Add Note View Notes (1) Documents

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.

Home Applications Rosters Search Reports Reference Admin

Add New | Not Yet Submitted | Determination In-Process | Determination Available | Pending Payments | Payment Search

Applicants: Add New

Enter Search Criteria

SSN: **OR** CA Drivers License/State ID: **OR** Per ID:

AND

Last Name: **OR** Date of Birth:

Search

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**.

Results

This individual was not found in Guardian.

Add New Applicant

- 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.

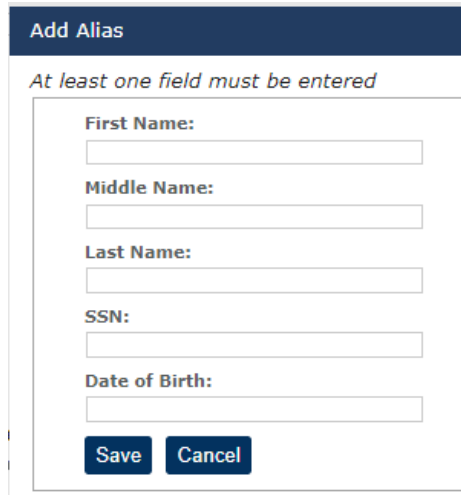
The screenshot shows the 'Applicant: Profile' form. The 'Personal and Demographic Information' section includes fields for First Name, Middle Name, Last Name, Suffix, Address Line 1, Address Line 2, City, State, Zip, County, Mailing Address, SSN, Date of Birth, CA Driver's License / CA State ID, Race, Gender, Eye Color, Hair Color, Height, Weight, US Citizen, Place Of Birth, Phone, Phone Type, Secondary Phone, Secondary Phone Type, and Applicant Email. The 'Prior Names and Aliases' section has a checkbox for 'The individual reports that they have not been known by any other names' and a text box containing the message 'Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as) This individual does not have any aliases entered.' with an 'Add Alias' button. The 'Prior Addresses' section has a checkbox for 'The individual reports that they have not lived out of state during the specified time frame' and a text box containing the message 'Prior states within the U.S. other than California within the past 5 years. This individual does not have any prior addresses entered.' with an 'Add Prior Address' button. A green 'Next' button is located at the bottom right.

- 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.

This is a close-up of the 'Prior Names and Aliases' section. It shows the heading 'Prior Names and Aliases', a checkbox for 'The individual reports that they have not been known by any other names', and a text box with the text 'Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as) This individual does not have any aliases entered.' The 'Add Alias' button is circled in orange.

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.



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

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

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

* 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.

Add Prior Address

- 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

** Required*
Prior address should be within the last 5 years

City:

** State:*

Zip:

** Year From:*

** Year To:*

- 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*

- 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.

Verify Identity

Pret Zel, XXX-XX-5555, 5/31/1992, Application #: 37593

Please enter identity document information below. If an expiration date exists, please enter in the appropriate field.

Select document and enter additional information.

* Document:

Description:

* Issuing State / Authority:

* Document Number:

Expiration Date:

Please upload a copy of the identity document by clicking "Upload Document" below.

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.

- 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.

Research Registries				
Test Department, XXX-XX-9999, 5/31/1960, Application #: 38249 No recorded aliases.				
Required Registries				
Registry	Research Requirements	Research Results	Research Completed	Actions
CDSS Accreditation Check Registry Checked On 12/26/2020	Automatch performed, no matches found	* Not Matched		Add Note

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.

Background Check Fee	
Payment Method	Amount
Credit	\$35.00
Cash	\$35.00
Check	\$35.00
Batch Payment	\$35.00

Withdraw Save and Close Back

Cash:

- By select **Cash**, Guardian will provide the amount due. The 'received by' field must be completed. Select Confirm when complete.

Make Payment - Background Check Fee

Cash

Amount \$35.00

Received By:

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.

Check

Amount \$35.00

Check Number:

Additional Details:

Received By:

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**.

Make Payment - Background Check Fee

Batch Payment

Amount \$35.00

Cancel
Confirm

- 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**.

Data Review

Pret Zel, XXX-XX-5555, 5/31/1992, Application #: 37593

Profile
Identity Verification
Pre-Employment

-Personal and Demographic Information-

<p>First Name: Pret</p> <p>Middle Name:</p> <p>Last Name: Zel</p> <p>Suffix:</p> <p>Permanent Address</p> <p>Address Line 1: 123 Main St</p> <p>Address Line 2:</p> <p>City: Galt</p> <p>State: CA</p> <p>Zip: 95632</p> <p>County:</p> <p>Mailing Address</p> <p>Address Line 1: 123 Main St</p> <p>Address Line 2:</p> <p>City: Galt</p> <p>State: CA</p> <p>Zip: 95632</p> <p>County:</p>	<p>SSN: XXX-XX-5555 Is ITIN: No</p> <p>Date of Birth: 5/31/1992</p> <p>CA Drivers License/State ID:</p> <p>PerID: 4891346384</p> <p>Race:</p> <p>Gender:</p> <p>Eye Color:</p> <p>Hair Color:</p> <p>Height:</p> <p>Weight:</p> <p>Phone:</p> <p>Secondary Phone:</p> <p>Applicant Email: ccb.guardian.testing+pretzel@gmail.com</p>
--	--

Aliases/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 state(s) of residence within the U.S. (other than California) within the past five (5) years.

Years	City	State
2018-2019	Washing	Washington

Edit Applicant Profile

Withdraw
Save and Close
Back
Submit

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.

Confirmation
Pret Zel, XXX-XX-5555, 5/31/1990, Application #: 37593, background Check #: 119459
Application Submitted Confirmation
Application Status:
Your application was successfully submitted.
This applicant has not been determined eligible for employment and fingerprints must be received by 2/13/2021.
The status of the application can be tracked by clicking the [Determination In-Process](#) link above.
Application Forms:
[CDSS Prepopulated Fingerprint Form](#)
Uploaded Documents:
There are no Uploaded Documents.

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.

Application Administration
* Application Id: Search

- 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.
- 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.
- 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.

Application Administration

* Application Id:

Applicant Name: Pret Zel **Date of Birth:** 5/31/1992

Entry of data on this page is on behalf of the applicant, and the user is certifying the paper document is in hand and will be uploaded to document the applicant's preferences and attestations.

You are required to upload documentation supporting the applicant's preferences before this data will be saved. Please upload all supporting documents, including the disclosure if it has not been completed.

Clicking this link will open a new tab to complete the applicant disclosure on behalf of the applicant. You must return to Guardian and click submit to complete the process.

[Applicant Disclosure](#)

- 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**.

Upload Application Document

* Required

Upload Application Document

* **File Name:**

* **Document Name:**

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.

Application Administration

* Application Id:

Applicant Name: Tested Test **Date of Birth:** 5/31/1990

Entry of data on this page is on behalf of the applicant, and the user is certifying the paper document is in hand and will be uploaded to document the applicant's preferences and attestations.

Health and Safety Information Communications
If you become registered (cleared) on TrustLine, you will automatically receive a quarterly e-mail for one year (total of 4 e-mails) with health and safety, child development and other child care-related information. If you do not want to receive this free information, please Opt Out by removing the check mark in the box below.

Thank you, but I DO NOT want to receive child development or health and safety information.

You are required to upload documentation supporting the applicant's preferences before this data will be saved. Please upload all supporting documents, including the disclosure if it has not been completed.

Clicking [this link](#) will open a new tab to complete the applicant disclosure on behalf of the applicant. You must return to Guardian and click submit to complete the process.

[Applicant Disclosure](#)

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

* Required

* Application #:

* Last Name:

* Date of Birth:

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

Disclosure has been completed.

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

Application Administration

* Application Id:

Applicant Name: Tested Test **Date of Birth:** 5/31/1990

Entry of data on this page is on behalf of the applicant, and the user is certifying the paper document is in hand and will be uploaded to document the applicant's preferences and attestations.

Health and Safety Information Communications
If you become registered (cleared) on TrustLine, you will automatically receive a quarterly e-mail for one year (total of 4 e-mails) with health and safety, child development and other child care-related information. If you do not want to receive this free information, please Opt Out by removing the check mark in the box below.

Thank you, but I DO NOT want to receive child development or health and safety information.

You are required to upload documentation supporting the applicant's preferences before this data will be saved. Please upload all supporting documents, including the disclosure if it has not been completed.

Clicking this link will open a new tab to complete the applicant disclosure on behalf of the applicant. You must return to Guardian and click submit to complete the process.

[Applicant Disclosure](#)



Applicant Instruction Form

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.

Home	Applications	Rosters	Search	Reports	Reference	Admin
Home	Add New					
At a C	Not Yet Submitted					
	Determination In-Process	ations				
Not Yet						1
Not Yet	Determination Available					0
Eligibilit	Pending Payments					8
Eligibilit	Payment Search					3
Determ	Application Forms	led				0
Applicat		Not Completed				2
Determ		ployed				1
Pending						3
		Determination In Process With No Documents				359

Agencies

2. The **Application Forms** page will appear. Under the **Agencies Selection** drop-down, type in 'HCS Registry' in the 'search by typing name' field and select HCS Registry from the drop-down. Select **Generate Form**.

Application Forms		
Agency Forms		
Form Name	Agencies Selection	Form Link
Applicant Initiated Instruction Form	Agency: HCS Registry HCS registry	Generate Form

- 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

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

* *Required*



* Payment By:

Applicant
Provider

- 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.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

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

- Access the Guardian Applicant Portal:**
Please visit <https://uat.guardian.dss.ca.gov/applicant>
- Create an Account**
If you have not created an account before, please click "Register as a new user."

- 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.

Employees: Transfer Employment

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

Transfer from this Provider:

search by typing name

Transfer to this Provider:

search by typing name

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.

Employees: Transfer Employment

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

Transfer from this Provider:

▼

Transfer to this Provider:

▼

Terminate when transferring

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.

Employees: Transfer Employment

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

Transfer from this Provider:

▼
✔

Transfer to this Provider:

▼

Terminate when transferring

4. Select all applicable employees, by selecting the **check box**, under the Transfer column or select the **Select All on This Page** button.

BRIGGS HOUSE Employees

Last Name	First Name	Middle Name	Position	Hire Date	Transfer
Beats	Songs		Licensee/Applicant	08/06/2020	<input type="checkbox"/>
Exemption	Anita	Awesome	Employee	08/01/2020	<input type="checkbox"/>
John	Laura		Employee Administrator	07/01/2020	<input type="checkbox"/>
Johnson	Dwayne	Therock	Employee	07/15/2020	<input type="checkbox"/>
Squarepants	Sponge	Bob	Employee	07/02/2020	<input type="checkbox"/>
Squarepants	Sponge	Bob	Corporate Board Member	10/23/2020	<input type="checkbox"/>
Taylor	Johnathan	S	Employee	08/04/2020	<input type="checkbox"/>
White	Cindy		Employee	07/01/2020	<input type="checkbox"/>

- 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

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

Transfer from this Provider:

BRIGGS HOUSE

briggs

Get Roster

Transfer to this Provider:

Laura's Children's Residential - 000?

children's

Transfer Terminate when transferring

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

Confirm Transfer

Are you sure you want to transfer?

Yes

No

Connections (Transfers)

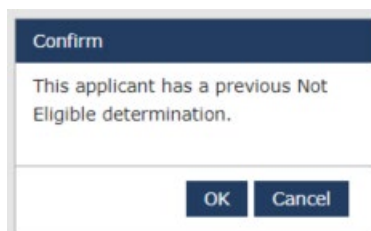
To perform a real-time connection, a search must be conducted to locate the individual in the database. A search may be conducted by utilizing an applicant's identifying information or application number. Searching for an individual will search Guardian's entire database and will populate an individual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

Person Summary

New Applicant, 566-62-6226, 5/31/1992
 Accreditation / BGC Status: HCA - Registered - Exemption (11/20/2022) / Eligible

[Add New Application](#) [Case Notes](#)

Profile Applications Appeals Association Documents History

Person created by cbcguardian.testing+NewApplicant@gmail.com on 11/15/2020

Personal and Demographic Information

First Name: New	SSN: 566-62-6226 This is an ITIN: No
Middle Name:	Date of Birth: 5/31/1992
Last Name: Applicant	CA Drivers License/State ID: A123456
Suffix:	PerID: 4891346385
Permanent/Physical Address	Race:
Address Line 1:	

3. If applicable, the applicant's previous Eligible and Accreditation (Registry Associations) Background Check (BGC) Status' will display at the top of the page.

Person Summary

New Applicant, 566-62-6226, 5/31/1992
 Accreditation / BGC Status: HCA - Registered - Exemption (11/20/2022) / Eligible

[Add New Application](#) [Case Notes](#)

Profile Applications Appeals Association Documents History

Person created by cbcguardian.testing+NewApplicant@gmail.com on 11/15/2020

Personal and Demographic Information

First Name: New	SSN: 566-62-6226 This is an ITIN: No
Middle Name:	Date of Birth: 5/31/1992
Last Name: Applicant	CA Drivers License/State ID: A123456
Suffix:	PerID: 4891346385
Permanent/Physical Address	Race:
Address Line 1:	

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**.

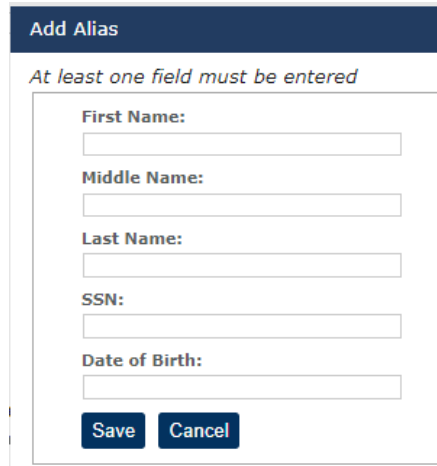
The screenshot shows two side-by-side form sections. The left section is titled 'Prior Names and Aliases' and contains a checkbox with a red asterisk and the text 'The individual reports that they have not been known by any other names'. Below this is a text box with the description 'Aliases/Prior Names (Includes all names, social security numbers, and dates of birth by which an applicant is currently known or has been identified as)' and the message 'This individual does not have any aliases entered.' at the bottom left is a button labeled 'Add Alias'. The right section is titled 'Prior Addresses' and contains a checkbox with a red asterisk and the text 'The individual reports that they have not lived out of state during the specified time frame'. Below this is a text box with the description 'Applicant's prior state(s) of residence within the U.S. (other than California) within the past five (5) years.' and the message 'This individual does not have any prior addresses entered.' at the bottom left is a button labeled 'Add Prior Address'. In the bottom right corner of the entire form area, there is a green button labeled '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.

This is a close-up screenshot of the 'Prior Names and Aliases' section. It shows the title 'Prior Names and Aliases', a checkbox with a red asterisk and the text 'The individual reports that they have not been known by any other names', and a text box containing the description 'Aliases/Prior Names (Includes all names by which an applicant is currently known or has been identified as)' and the message 'This individual does not have any aliases entered.' at the bottom left of the text box is a button labeled 'Add Alias', which is circled in orange.

- 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.



- 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

- 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.

Add Prior Address

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

** Required*
Prior address should be within the last 5 years

City:

** State:*

Zip:

** Year From:*

** Year To:*

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:

- 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.

The screenshot shows the 'Applicant: Verify Identity' page. At the top, there is a header bar with the text 'Applicant: Verify Identity'. Below this, a text box contains the address and application number: 'Musical D Broadway, 225-74-6312, 12/1/1955, Application #: 37398'. A note below the text box reads: 'Please enter identity document information below. If an expiration date exists, please enter in the appropriate field.' The form is divided into two columns. The left column is titled 'Select document and enter additional information.' and contains four fields: 'Document:' (a dropdown menu), 'Description:' (a text box), '* Issuing State / Authority:' (a text box), and '* Document Number:' (a text box). The right column is titled 'Please upload a copy of the identity document by clicking "Upload Document" below.' and contains a blue 'Upload Document' button. At the bottom of the form, there are three buttons: 'Withdraw', 'Save and Close', and 'Back Next'.

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.

Research Registries				
Test Department, XXX-XX-9999, 5/31/1960, Application #: 38249 No recorded aliases.				
Required Registries				
Registry	Research Requirements	Research Results	Research Completed	Actions
CDSS Accreditation Check Registry Checked On 12/26/2020	Automatch performed, no matches found	* Not Matched		Add Note

- **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.

CDSS Accreditation Check Registry Match Results							
Guardian Profile Information: Brittney Osborne, XXX-XX-5555, 10/3/1941, Automatch Results as of 1/3/2021							
Match Results from CDSS Accreditation Check							
First Name	Middle Name	Last Name	Date of Birth	Last 4 SSN	Match Type	Special Circumstances	Confirm
Brittney		Osborne	10/03/1941	XXX-XX-5555	SSN and FirstName and LastName and DateOfBirth		<input type="radio"/> Confirm <input type="radio"/> Ignore
Instructions: Applicant does not have a valid Home Care Aide Registration. Please use the back button and choose Home Care Org - HCA Initial to continue.							
Close							

Payment

- 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.

Per Health & Safety Code 1796.48(a), all application fees are nonrefundable. Application fees submitted in error will not be refunded.

No payment is required for this application.

[Withdraw](#) [Save and Close](#) [Back](#) [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 all information is correct, select **submit**.

Applicant: Data Review

Musical D Broadway, 225-74-6312, 12/1/1955, Application #: 37398

Profile Identity Verification Pre-Employment

Personal and Demographic Information

First Name: Musical	SSN: 225-74-6312 Is ITIN: No
Middle Name: D	Date of Birth: 12/1/1955
Last Name: Broadway	CA Drivers License/State ID:
Suffix:	PerID: 460000123
Permanent Address	Race:
Address Line 1: 5555 Hollywood Blvd	Gender:
Address Line 2:	Eye Color:
City: Los Angeles	Hair Color:
State: CA	Height:
ZIP: 90210	Weight:
County: LOS ANGELES	Primary Phone:
	Secondary Phone:
	Email Address: test@test.com

Mailing Address

Address Line 1: 5555 Hollywood Blvd

Address Line 2:

City: Los Angeles

Mailing State: CA

ZIP: 90210

County: LOS ANGELES

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

Last	First	Middle	SSN	DOB
Play	Cats			

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.

[Edit Applicant Profile](#)

[Withdraw](#) [Save and Close](#) [Back](#) [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.

Applicant: Confirmation
<i>Musical D Broadway, 225-74-6312, 12/1/1955, Application #: 37398, Background Check #: 105839</i>
Application Submitted Confirmation
Application Status The applicant was determined to be eligible for employment and does not require fingerprinting. Therefore, the applicant's fitness determination remains "Eligible." The applicant can be hired and does not need to be fingerprinted again.
Uploaded Documents There are no Uploaded Documents.

- 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.**

Confirmation
<i>Stevie Budd, 10/10/2000, Application #: 38251, Background Check #: 120528</i>
Application Submitted Confirmation
Application Status Your application was successfully submitted.
This applicant has not been determined eligible for employment and fingerprints must be received by 3/28/2021.
The status of the application can be tracked by clicking the link above.
Application Forms CDSS Live Scan Form
Uploaded Documents There are no Uploaded Documents.



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.

Application Administration

* Application Id: Search

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.

Application Administration

* Application Id: Search

Applicant Name: Pret Zel **Date of Birth:** 5/31/1992

Entry of data on this page is on behalf of the applicant, and the user is certifying the paper document is in hand and will be uploaded to document the applicant's preferences and attestations.

You are required to upload documentation supporting the applicant's preferences before this data will be saved. Please upload all supporting documents, including the disclosure if it has not been completed.

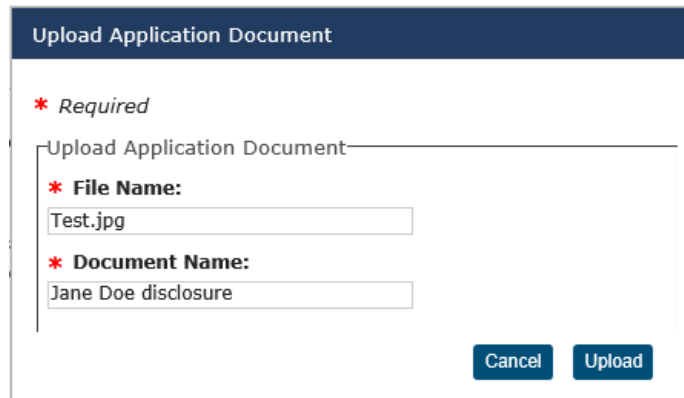
[Upload Document](#)

Clicking this link will open a new tab to complete the applicant disclosure on behalf of the applicant. You must return to Guardian and click submit to complete the process.

[Applicant Disclosure](#)

Submit

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**.



Upload Application Document

* Required

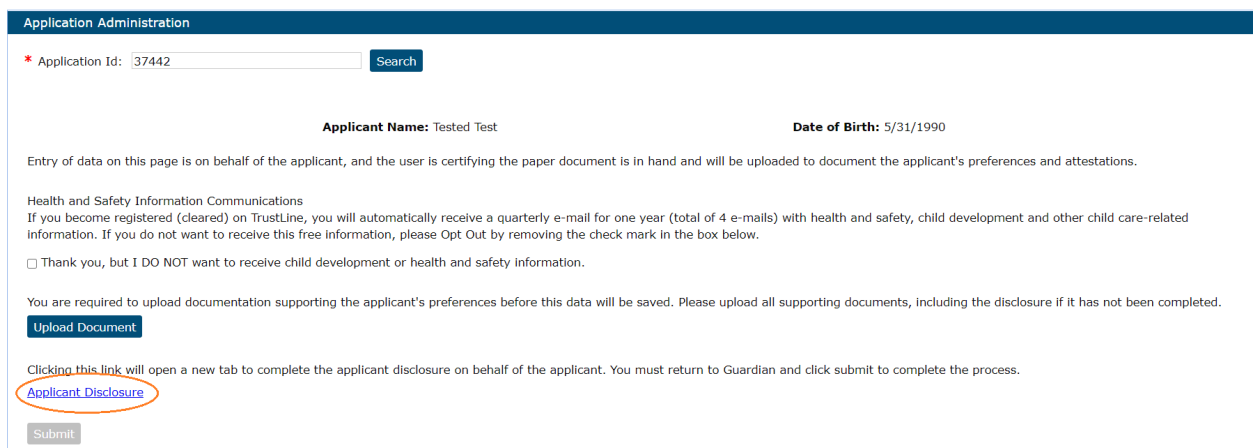
Upload Application Document

* File Name:
Test.jpg

* Document Name:
Jane Doe disclosure

Cancel 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.



Application Administration

* Application Id: 37442 Search

Applicant Name: Tested Test Date of Birth: 5/31/1990

Entry of data on this page is on behalf of the applicant, and the user is certifying the paper document is in hand and will be uploaded to document the applicant's preferences and attestations.

Health and Safety Information Communications
If you become registered (cleared) on TrustLine, you will automatically receive a quarterly e-mail for one year (total of 4 e-mails) with health and safety, child development and other child care-related information. If you do not want to receive this free information, please Opt Out by removing the check mark in the box below.

Thank you, but I DO NOT want to receive child development or health and safety information.

You are required to upload documentation supporting the applicant's preferences before this data will be saved. Please upload all supporting documents, including the disclosure if it has not been completed.

Upload Document

Clicking [this link](#) will open a new tab to complete the applicant disclosure on behalf of the applicant. You must return to Guardian and click submit to complete the process.

[Applicant Disclosure](#)

Submit

- 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

* Required

* Application #:

* Last Name:

* Date of Birth:

Start Disclosure

- 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

Disclosure has been completed.

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

Application Administration

* Application Id: 37442 **Search**

Applicant Name: Tested Test **Date of Birth:** 5/31/1990

Entry of data on this page is on behalf of the applicant, and the user is certifying the paper document is in hand and will be uploaded to document the applicant's preferences and attestations.

Health and Safety Information Communications
If you become registered (cleared) on TrustLine, you will automatically receive a quarterly e-mail for one year (total of 4 e-mails) with health and safety, child development and other child care-related information. If you do not want to receive this free information, please Opt Out by removing the check mark in the box below.

Thank you, but I DO NOT want to receive child development or health and safety information.

You are required to upload documentation supporting the applicant's preferences before this data will be saved. Please upload all supporting documents, including the disclosure if it has not been completed.

Upload Document

Clicking this link will open a new tab to complete the applicant disclosure on behalf of the applicant. You must return to Guardian and click submit to complete the process.

[Applicant Disclosure](#)

Submit

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)

The screenshot shows the 'Association: Roster' search interface. At the top, there is a blue header with the text 'Association: Roster'. Below the header, a message reads: 'Press the Search button below to view roster. Use the various filter criteria below to narrow the search to a specific individual or group of individuals.' The main area is titled 'Filter Criteria' and contains several search filters arranged in a grid:

- Division:** - All - (dropdown)
- Agency:** (dropdown, highlighted with an orange circle)
- Program:** (dropdown)
- First Name:** (text input)
- Last Name:** (text input)
- Date of Birth From:** (text input)
- Date of Birth To:** (text input)
- Association Status:** Active (dropdown)
- Position Category:** (dropdown)
- Position:** (dropdown)
- Identity Document:** (text input)
- Per ID:** (text input)
- Association Date:** (text input)
- Association Date to:** (text input)
- Determination Status:** (dropdown)
- Background Check ID:** (text input)

A blue 'Search' button is located at the bottom left of the filter criteria section.

- 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

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

6000	105922	BRIGGS HOUSE	Possible	Kim	02/14/1999	Licensee/Applicant	Permanent	08/23/2020				In Process	Edit
6008	105927	BRIGGS HOUSE	Prince	Purple	08/22/1960	Employee Administrator	Permanent	08/24/2020				In Process	Edit
22545	115515	BRIGGS HOUSE	Rae	Subsequent	06/10/1992	Employee	Permanent	10/16/2020				Eligible - Exemption - No Longer Valid	Disassociate from Roster Edit
5937	105874	BRIGGS HOUSE	Rubble	Betty	05/20/1970	Employee	Permanent	08/14/2020				In Process	Edit
6002	105924	BRIGGS HOUSE	Seville	Alvin	08/18/1988	Employee Administrator	Permanent	08/28/2020				In Process	Edit
4363	104350	BRIGGS HOUSE	Squarepants	Sponge	10/24/1993	Corporate Board Member	Permanent	10/21/2020				Eligible - DSS Clearance	Edit

23 Total Results

[CSV File](#) [Print](#)

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

6000	105922	BRIGGS HOUSE	Possible	Kim	02/14/1999	Licensee/Applicant	Permanent	08/23/2020				In Process	Edit
6008	105927	BRIGGS HOUSE	Prince	Purple	08/22/1960	Employee Administrator	Permanent	08/24/2020				In Process	Edit
22545	115515	BRIGGS HOUSE	Rae	Subsequent	06/10/1992	Employee	Permanent	10/16/2020				Eligible - Exemption - No Longer Valid	Disassociate from Roster Edit
5937	105874	BRIGGS HOUSE	Rubble	Betty	05/20/1970	Employee	Permanent	08/14/2020				In Process	Edit
6002	105924	BRIGGS HOUSE	Seville	Alvin	08/18/1988	Employee Administrator	Permanent	08/28/2020				In Process	Edit
4363	104350	BRIGGS HOUSE	Squarepants	Sponge	10/24/1993	Corporate Board Member	Permanent	10/21/2020				Eligible - DSS Clearance	Edit

23 Total Results

[CSV File](#) [Print](#)

Separating (Disassociating) Individuals from a Roster

- Utilize the **Action** column to **Edit the Association** of an individual on the roster.

Application	Background Check ID	Agency	Last Name	First Name	Date Of Birth	Position	Association Status	Permanent Association Date	Association End Date	Approval Conditions	Determination	Determination Expiration Date	Action
5899	105838	BRIGGS HOUSE	Beats	Songs	10/15/1974	Licensee/Applicant	Permanent	08/06/2020			Eligible - Exemption Approval - Simplified		Edit
5900	105839	BRIGGS HOUSE	Broadway	Musical	12/01/1955	Employee	Permanent	08/06/2020			Eligible - Exemption Approval - Conditional		Edit
5948	105882	BRIGGS HOUSE	Brown	Charlie	01/12/1970	Employee	Permanent	08/17/2020			In Process		Edit
5936	105873	BRIGGS HOUSE	Catz	Felix	12/21/1989	Employee	Permanent	08/14/2020			In Process		Edit
6092	105976	BRIGGS HOUSE	Denial	Exemption	09/01/1992	Employee	Permanent	09/03/2020			In Process		Edit

- To separate an individual from an agency roster, select **edit**. The **Edit Association** box will appear.

Edit Association

Exemption Denial, 567-56-7890, 9/1/1992

Edit Association

*** Required**

*** Association Status:** Permanent

Provider: BRIGGS HOUSE

Position Category: Children's Residential

*** Position:** Employee

Save Cancel

- Under the **Association Status**, change the drop-down from **Permanent** (associated) to **Separated** (disassociated) and enter a **Separation Date**. Select **Save** when complete.

Edit Association

Exemption Denial, 567-56-7890, 9/1/1992

Edit Association

*** Required**

Separating the employee does not withdraw any in-process applications. If you wish to withdraw an application, go to the Determination In-Process page and use the Withdraw button. The Withdraw button is available when all employments have been terminated.

*** Association Status:** Separated

Provider: BRIGGS HOUSE *** Separation Date:**

Position Category: Children's Residential

*** Position:** Employee

Save Cancel

- To confirm the individual has successfully been disassociated from the agency roster, an **Association End Date** should populate in the appropriate column.

Results

Application	Background Check ID	Agency	Last Name	First Name	Date Of Birth	Position	Association Status	Permanent Association Date	Association End Date	Approval Conditions	Determination	Determination Expiration Date	Action
5899	105838	BRIGGS HOUSE	Beats	Songs	10/15/1974	Licensee/Applicant	Permanent	08/06/2020			Eligible - Exemption Approval - Simplified		Edit
5900	105839	BRIGGS HOUSE	Broadway	Musical	12/01/1955	Employee	Permanent	08/06/2020			Eligible - Exemption Approval - Conditional		Edit
5948	105882	BRIGGS HOUSE	Brown	Charlie	01/12/1970	Employee	Permanent	08/17/2020			In Process		Edit
5936	105873	BRIGGS HOUSE	Catz	Felix	12/21/1989	Employee	Permanent	08/14/2020			In Process		Edit
6092	105976	BRIGGS HOUSE	Denial	Exemption	09/01/1992	Employee	Separated	09/03/2020	10/28/2020		Closed - All Applications Closed		Edit

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.

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

Results

Application	Background Check ID	Agency	Last Name	First Name	Date Of Birth	Position	Association Status	Permanent Association Date	Association End Date	Approval Conditions	Determination	Determination Expiration Date	Action
19	100018	BRIGGS HOUSE	Lapointe	Sally	03/15/1979	Employee	Permanent	02/18/2020			Closed - Fingerprints Not Taken		Edit
4359	104356	BRIGGS HOUSE	Newsom	Gavin	07/02/2000	Non-Client Adult Resident	Provisional	07/01/2020		Yes	Not Eligible - Exemption Denial		Disassociate from Roster

- 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.

Results

Application	Background Check ID	Agency	Last Name	First Name	Date Of Birth	Position	Association Status	Permanent Association Date	Association End Date	Approval Conditions	Determination	Determination Expiration Date	Action
19	100018	BRIGGS HOUSE	Lapointe	Sally	03/15/1979	Employee	Permanent	02/18/2020			Closed - Fingerprints Not Taken		Edit
4359	104356	BRIGGS HOUSE	Newsom	Gavin	07/02/2000	Non-Client Adult Resident	Provisional	07/01/2020		Yes	Not Eligible - Exemption Denial		Disassociate from Roster

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.

Terminate Employment

Gavin Newsom, 888-77-6665, 7/2/2000

By disassociating this individual from the agency roster, the agency will not receive any future updates about the background study status, even if a disqualification is set aside.

* *Required*

Association Status: Separated

Provider: BRIGGS HOUSE

Position Category: Children's Residential

Position: Non-Client Adult Resident

Association Date: 07/01/2020

* Separation Date:

Cancel Save



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.

Home	
At a Glance	
Applications	
Not Yet Submitted	0
Not Yet Submitted > 10 Days	0
Eligibility Determination In Process	12
Eligibility Determination Complete	6
Determination Available and Action Needed	2
Applications Submitted But Fingerprints Not Completed	10
Determination Not Eligible Currently Employed	2
Pending Payments	0
Determination In Process With No Documents	424

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.

Determination Available are applications which have been submitted and a final determination (decision) has been made by CDSS.

Filter Options

Application #:	Agency:	Division:
<input type="text"/>	<input type="text"/>	Home Care Services
First Name:	<input type="text"/>	
<input type="text"/>	search by typing name	
Last Name:	Determination:	
<input type="text"/>	<input type="text"/>	
SSN:		
<input type="text"/>		
Determination Date From:		
<input type="text"/>		
Determination Date To:		
<input type="text"/>		
Association Status:		
<input type="text"/>		
<input type="button" value="Search"/>		

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

Results

Locked	App # - Type	Agency	Last Name	First Name	Position	SSN	Determination	Determination Date	Association Status	Days Remaining to Appeal	Actions
	38273 - Connect To Complete	HCS_Registry	Tester	Trustline	Home Care Aide - HCA		Eligible - Clearance	12/30/2020	Associated Disassociate from Roster		⊗ Close
	38268 - Connect To Complete	HCS_Registry	Lovelace	Ada	Home Care Aide - HCA		Eligible - Clearance	12/30/2020	Associated Disassociate from Roster		⊗ Close
	37879 - Connect To Complete	HCS_Registry	Hcsregistry	Ascto	Home Care Aide - HCA		Eligible - Clearance	11/24/2020	Associated Disassociate from Roster		⊗ Close
	37803	HCS_Registry	Tester	Guard	Home Care Aide - HCA	-4140	Eligible - Clearance	12/09/2020	Associated Disassociate from Roster		⊗ Close
	37700	HCS_Registry	Allenby	Cam	Home Care Aide - HCA	-0303	Eligible - Clearance	11/18/2020	Associated Disassociate from Roster		⊗ Close
	6181	HCS_Registry	Johnson	Hca	Home Care Aide - HCA	-2309	Eligible - Clearance	09/17/2020	Associated Disassociate from Roster		⊗ Close
	6108	HCS_Registry	Boy	Rusty	Home Care Aide - HCA		Eligible - Exemption Approval - Conditional	09/08/2020	Associated Disassociate from Roster		⊗ Close
	5912	HCS_Registry	Apolicant	Bonniehca	Home Care Aide - HCA	-4675	Eligible - Clearance	08/10/2020	Associated Disassociate from Roster		⊗ Close Without Hiring
🔒	4510	HCS_Registry	Manning	Kurt	Home Care Aide - HCA	-6437	Not Eligible - Exemption Denial	01/03/2021	Disassociate from Roster Not Eligible for Hire Associated	15	
	4374	HCS_Registry	Testhca	June	Home Care Aide - HCA	-5234	Eligible - Exemption	07/13/2020	Associated Disassociate from Roster		⊗ Close

- 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.

Results

Locked	App # - Type	Agency	Last Name	First Name	Position	SSN	Determination	Determination Date	Association Status	Days Remaining to Appeal	Actions
	38273 - Connect To Complete	HCS Registry	Tester	Trustline	Home Care Aide - HCA		Eligible - Clearance	12/30/2020	Associated Disassociate from Roster		<input type="button" value="Close"/>
	38268 - Connect To Complete	HCS Registry	Lovelace	Ada	Home Care Aide - HCA		Eligible - Clearance	12/30/2020	Associated Disassociate from Roster		<input type="button" value="Close"/>
	37879 - Connect To Complete	HCS Registry	Hcsregistry	Ascto	Home Care Aide - HCA		Eligible - Clearance	11/24/2020	Associated Disassociate from Roster		<input type="button" value="Close"/>

- 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.

5912	HCS Registry	Applicant	Bonniehca			-4675	Eligible - Clearance	08/10/2020			<input type="button" value="Close Without Hiring"/>
	HCS Registry	Manning	Kurt	Home Care Aide - HCA		-6437	Not Eligible - Exemption Denial	01/03/2021	Disassociate from Roster Not Eligible for Hire	15	
4374	HCS Registry	Testhca	June	Home Care Aide - HCA		-5234	Eligible - Exemption	07/13/2020	Associated Disassociate from Roster		<input type="button" value="Close"/>

10 Total Results

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


Applications	
Not Yet Submitted	27
Not Yet Submitted > 10 Days	24
Eligibility Determination In Process	104
Eligibility Determination Complete	103
Determination Available and Action Needed	77
Applications Submitted But Fingerprints Not Completed	86
Determination Not Eligible Currently Employed	18
Pending Payments	42
Accreditation In Process	70
Determinations	
Eligible For Criminal History Appeal	5
Criminal History Appeals In Process	5
Ready For Research	6
Materials In Process	0
Flagged For Registry Review	0

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.

Locked	App # - Type	Agency	Last Name	First Name	Position	SSN	Determination	Determination Date	Association Status	Days Remaining to Appeal	Actions
	38273 - Connect To Complete	HCS Registry	Tester	Trustline	Home Care Aide - HCA		Eligible - Clearance	12/30/2020	Associated Disassociate from Roster		<input type="button" value="Close"/>
	38269 - Connect To Complete	HCS Registry	Lovelace	Ada	Home Care Aide - HCA		Eligible - Clearance	12/30/2020	Associated Disassociate from Roster		<input type="button" value="Close"/>
	37879 - Connect To Complete	HCS Registry	Hcsregistry	Ascto	Home Care Aide - HCA		Eligible - Clearance	11/24/2020	Associated Disassociate from Roster		<input type="button" value="Close"/>

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.

5912	HCS Registry	Applicant	Bonniehca		--4675	Eligible - Clearance	08/10/2020			Close Without Hiring
 4510	HCS Registry	Manning	Kurt	Home Care Aide - HCA	-6437	Not Eligible - Exemption Denial	01/03/2021	Disassociate from Roster Not Eligible for Hire	15	
4374	HCS Registry	Testhca	June	Home Care Aide - HCA	-5234	Eligible - Exemption	07/13/2020	Associated Disassociate from Roster		Close
10 Total Results										



Managing Pending Payments

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

At a Glance

Applications	
Not Yet Submitted	4
Not Yet Submitted > 10 Days	2
Eligibility Determination In Process	23
Eligibility Determination Complete	9
Determination Available and Action Needed	2
Applications Submitted But Fingerprints Not Completed	18
Determination Not Eligible - Currently Employed	0
Pending Payments	10
Determination In Process With No Documents	22

- 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.

App - #	Agency	Program	Last Name	First Name	Days Pending	Fee	Amount	Payment Method	Check Number	Batch ID	Pay Now	Action
5974	Agency 2 - 888777666	Home Care Services	Bourne	Jason	136	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
5975	Agency 2 - 888777666	Home Care Services	Lee	Bobby	136	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
5976	Agency 2 - 888777666	Home Care Services	Santino	Andrew	136	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
5977	Agency 2 - 888777666	Home Care Services	Dick	Moby	136	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
5978	Agency 2 - 888777666	Home Care Services	Slim	Fatboy	136	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
5979	Presidio Home Care - 123456789	Home Care Services	Exemption	Anita	136	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
5980	Presidio Home Care - 123456789	Home Care Services	Smith	John	136	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
6103	Kalah's Home Care Org 444444440	Home Care Services	Applicant	Kb	116	Background Check Fee	\$35.00	Batch Payment		1	<input type="checkbox"/>	Withdraw
6108	HCS Registry		Boy	Rusty	117	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
6118	HCS Registry		Mitchell	Arthur	116	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
22444	Home Care Org 60 - 394700008	Home Care Services	Forel	Syrio	90	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
22446	Home Care Org 50 - 344700051	Home Care Services	Homecareaide	Expired	90	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
22552	Home Care Org 39 - 314700007	Home Care Services	Registeredhca	Jonthe	76	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
30186	HCS Registry	Home Care Services	BAKER	RACHEL	69	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
37361	Home Care Org 28 - 274700009	Home Care Services	Seniorcare	Adultand	62	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
37367	Home Care Org 28 - 274700009	Home Care Services	Certass	Admin	62	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
37374	Home Care Org 28 - 274700009	Home Care Services	Certstrip	Admin	62	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
37387	Home Care Org 28 - 274700009	Home Care Services	Supportservices	Inhome	62	Background Check Fee	\$35.00	Batch Payment		6	<input type="checkbox"/>	Withdraw
37447	Home Care Org 1 - 14700085	Home Care Services	Tibbs	Sergeant	58	Background Check Fee	\$35.00	Batch Payment		8	<input type="checkbox"/>	Withdraw
37598	Kalah's Home Care Org 444444440	Home Care Services	Lodge	Veronica	47	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
37716	Home Care Org 21 - 194700541	Home Care Services	Severide	Brittney	46	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
37730	Home Care Org 76 - 484700005	Home Care Services	Hcobatchone	Benbyho	46	Background Check Fee	\$35.00	Batch Payment		26	<input type="checkbox"/>	Withdraw
37798	Home Care Org 75 - 444700004	Home Care Services	Hubblehcopaid	Edwin	45	Background Check Fee	\$35.00	Batch Payment		26	<input type="checkbox"/>	Withdraw
37800	Home Care Org 75 - 444700004	Home Care Services	Keelerhcopaid	Johannes	45	Background Check Fee	\$35.00	Batch Payment		26	<input type="checkbox"/>	Withdraw
37802	Home Care Org 10 - 194700025	Home Care Services	Applicant	New	44	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
37803	HCS Registry	Home Care Services	Tester	Guard	44	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw

- Utilize the filter options at the top of the page to locate pending HCS Registry Payments and select **Search**.

Filter Options

Last Name:

Application #:

Payment Method:

Check #:

Agency:

Division:

Program:

- 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.

Results

App #	Agency	Program	Last Name	First Name	Days Pending	Fee	Amount	Payment Method	Check Number	Batch ID	Pay Now	Action
6108	HCS Registry		Boy	Rusty	117	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
6118	HCS Registry		Mitchell	Arthur	116	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
30186	HCS Registry	Home Care Services	BAKER	RACHEL	69	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
37803	HCS Registry	Home Care Services	Tester	Guard	44	Background Check Fee	\$35.00	Batch Payment			<input checked="" type="checkbox"/>	Withdraw
38261	HCS Registry	Home Care Services	Homecare	Applicant	5	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw
38265	HCS Registry	Home Care Services	Homecare	Miss	4	Background Check Fee	\$35.00	Batch Payment			<input type="checkbox"/>	Withdraw

6 Total Results

Pay Now Total:

- 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.

Administration: User Accounts

Filter Criteria

Type: <input type="text"/>	First Name: <input type="text"/>
Role: <input type="text"/>	Last Name: <input type="text"/>
Status: <input type="text"/>	Username: <input type="text"/>
Division: <input type="text"/>	Is Pending: <input type="text"/>
Agency: <input type="text"/>	Has Logged In: <input type="text"/>
<input type="text" value="search by typing name"/>	Email: <input type="text"/>
Agency Number: <input type="text"/>	Queue Assignment: <input type="text"/>

Search

Add New User

2. Select **Add New User**.

Administration: User Accounts

Filter Criteria

Type: <input type="text" value=""/>	First Name: <input type="text" value=""/>
Role: <input type="text" value=""/>	Last Name: <input type="text" value=""/>
Status: <input type="text" value=""/>	Username: <input type="text" value=""/>
Division: <input type="text" value=""/>	Is Pending: <input type="text" value=""/>
Agency: <input type="text" value=""/>	Has Logged In: <input type="text" value=""/>
<input type="text" value="search by typing name"/>	Email: <input type="text" value=""/>
Agency Number: <input type="text" value=""/>	Queue Assignment: <input type="text" value=""/>

- 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.

Administration: User Accounts

* Required

User Account

Status:

* Is Pending:

* Username:

* First Name:

* Last Name:

* Email:

* Phone:

* User Type:

* Roles

Role	Selected	Grantable
CCLD Division Admin	<input type="checkbox"/>	<input type="checkbox"/>
CCLD Division Basic	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Admin	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Basic	<input type="checkbox"/>	<input type="checkbox"/>
Ombudsman Division	<input type="checkbox"/>	<input type="checkbox"/>
Trustline Division	<input type="checkbox"/>	<input type="checkbox"/>
TrustLine Division - Admin	<input type="checkbox"/>	<input type="checkbox"/>

Address Line 1:

Address Line 2:

City:

State:

Zip:

Out of Office

Out of Office Date From:

Out of Office Date To:

Division:

Position Title:

Comment:

[Back to Search](#) [Save](#)

- 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.

- 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:

* Roles

Role	Selected	Grantable
CCLD Division Admin <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
CCLD Division Basic <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Admin <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Basic <i>i</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ombudsman Division <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
Trustline Division <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
TrustLine Division - Admin <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>

- 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:

* Roles

Role	Selected	Grantable
CCLD Division Admin <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
CCLD Division Basic <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Admin <i>i</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HCSB Division Basic <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
Ombudsman Division <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
Trustline Division <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
TrustLine Division - Admin <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>

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:

* Roles

Role	Selected	Grantable
CCLD Division Admin <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
CCLD Division Basic <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Admin <i>i</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HCSB Division Basic <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
Ombudsman Division <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
Trustline Division <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
TrustLine Division - Admin <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>

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:

* Roles

Role	Selected	Grantable
CCLD Division Admin <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
CCLD Division Basic <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Admin <i>i</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HCSB Division Basic <i>i</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ombudsman Division <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
Trustline Division <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>
TrustLine Division - Admin <i>i</i>	<input type="checkbox"/>	<input type="checkbox"/>

6. Ensure to assign your new user a Division. This is a required field. (i.e. Home Care Services)

* Required

User Account

Status: Enabled

* Is Pending: No

* Username: test123@test.com

* First Name: Test

* Last Name: Test

* Email: test123@test.com

* Phone: 888-555-5444

* User Type: Division

* Roles

Role	Selected	Grantable
CCLD Division Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CCLD Division Basic	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Admin	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Basic	<input type="checkbox"/>	<input type="checkbox"/>
Ombudsman Division	<input type="checkbox"/>	<input type="checkbox"/>
Trustline Division	<input type="checkbox"/>	<input type="checkbox"/>
TrustLine Division - Admin	<input type="checkbox"/>	<input type="checkbox"/>

Address Line 1:

Address Line 2:

City:

State:

Zip:

Out of Office

Out of Office Date From:

Out of Office Date To:

Division:

Position Title:

Comment:

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.

Administration: User Accounts

Filter Criteria

Type:	<input type="text"/>	First Name:	<input type="text"/>
Role:	<input type="text"/>	Last Name:	<input type="text"/>
Status:	<input type="text"/>	Username:	<input type="text"/>
Division:	<input type="text"/>	Is Pending:	<input type="text"/>
Agency:	<input type="text"/>	Has Logged In:	<input type="text"/>
<input type="text"/>	search by typing name	Email:	<input type="text"/>
Agency Number:	<input type="text"/>	Queue Assignment:	<input type="text"/>

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.

Administration: User Accounts

Filter Criteria

Type: <input type="text"/>	First Name: <input type="text"/>
Role: <input type="text"/>	Last Name: <input type="text"/>
Status: <input type="text"/>	Username: <input type="text"/>
Division: <input type="text"/>	Is Pending: <input type="text"/>
Agency: <input type="text"/>	Has Logged In: <input type="text"/>
search by typing name <input type="text"/>	Email: <input type="text"/>
Agency Number: <input type="text"/>	Queue Assignment: <input type="text"/>

Search

Add New User

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.

User Search Results

UserName	Name	Email	Phone	Type	Status	Is Pending	Last Login Date	Actions
ROtest@test.com	Test, RO	ROtest@test.com	200-200-2000	Division	Enabled	No		Edit Disable Add Note Upload Document
1 Total Results								

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

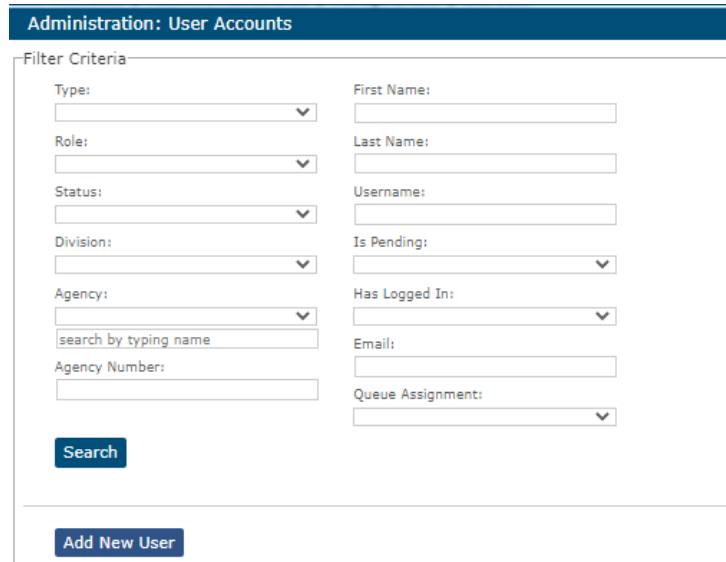
John Doe no longer needs Guardian access.

Cancel Save

Unlocking (Enabling) a User Account

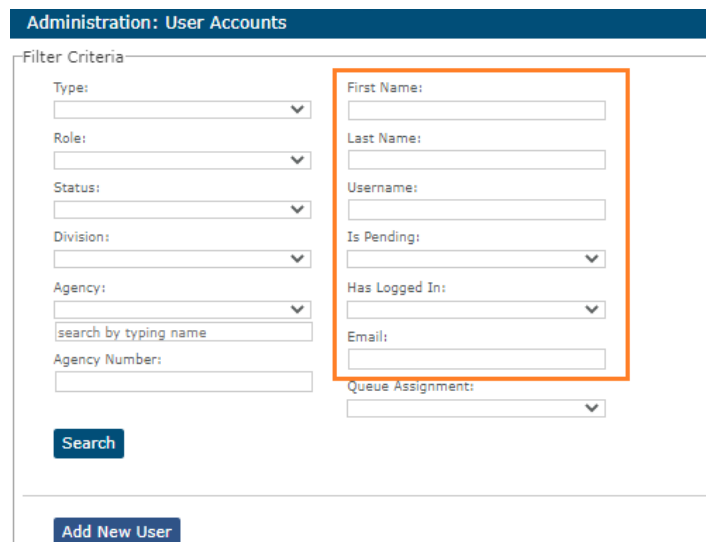
If a user (i.e. support staff, analyst, etc.) has been locked out of Guardian due to too many incorrect password attempts, an individual with a Division Administrator Account user role will need to unlock (enable) the user's account. These changes must be completed by a Division Administrator or an individual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



The screenshot shows the 'Administration: User Accounts' interface. At the top is a blue header with the text 'Administration: User Accounts'. Below this is a section titled 'Filter Criteria' which contains several search fields arranged in two columns. The left column includes: 'Type:' (dropdown), 'Role:' (dropdown), 'Status:' (dropdown), 'Division:' (dropdown), 'Agency:' (dropdown with a search box labeled 'search by typing name'), and 'Agency Number:' (text input). The right column includes: 'First Name:' (text input), 'Last Name:' (text input), 'Username:' (text input), 'Is Pending:' (dropdown), 'Has Logged In:' (dropdown), 'Email:' (text input), and 'Queue Assignment:' (dropdown). A blue 'Search' button is located below the left column, and a blue 'Add New User' button is located below the right column.

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.



This screenshot is identical to the one above, but with an orange rectangular box highlighting the search fields in the right column: 'First Name:', 'Last Name:', 'Username:', 'Is Pending:', 'Has Logged In:', 'Email:', and 'Queue Assignment:'.

- 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.

User Search Results

UserName	Name	Email	Phone	Type	Status	Is Pending	Last Login Date	Actions
ROtest@test.com	Test, RO	ROtest@test.com	200-200-2000	Division	Locked	No		Edit Enable Notes (2) Add Note Upload Document

1 Total Results

- To unlock the account, select **Enable** under the Actions tab.

User Search Results

UserName	Name	Email	Phone	Type	Status	Is Pending	Last Login Date	Actions
ROtest@test.com	Test, RO	ROtest@test.com	200-200-2000	Division	Locked	No		Edit Enable Notes (2) Add Note Upload Document

1 Total Results

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

User Search Results

UserName	Name	Email	Phone	Type	Status	Is Pending	Last Login Date	Actions
ROtest@test.com	Test, RO	ROtest@test.com	200-200-2000	Division	Enabled	No		Edit Disable Add Note Upload Document

1 Total Results

- 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.

Username:

Password:

[Login](#) [Forgot Password / Unlock](#)

For assistance please contact CDSS Caregiver Background Check Bureau at Guardian@dss.ca.gov

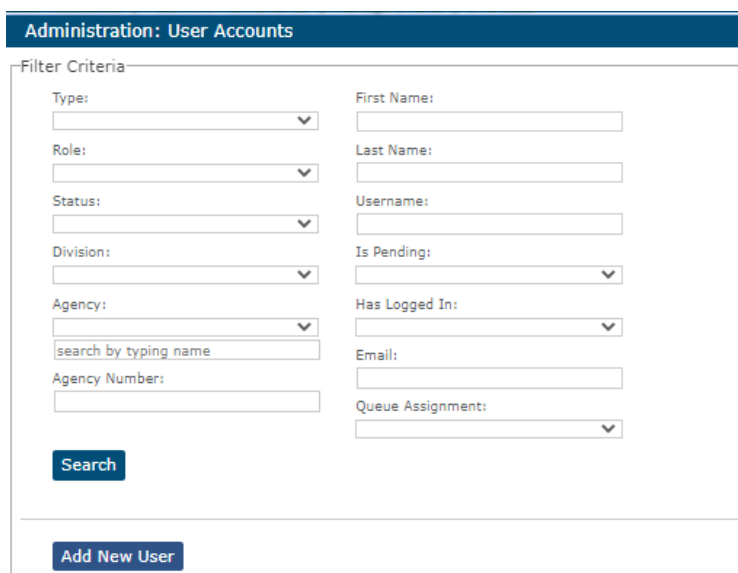
To make sure you have best experience possible, the CDSS CCLD system will support only the most up-to-date version of the following internet browsers: Mozilla Firefox, Internet Explorer, Google Chrome, and Safari. Using an older or unsupported internet browser may lead to web pages within the CDSS CCLD system to not function as intended. Please ensure you are using the most up-to-date version of your internet browser.

Guardian - Version: 20200630

Manually Resetting a User's Password

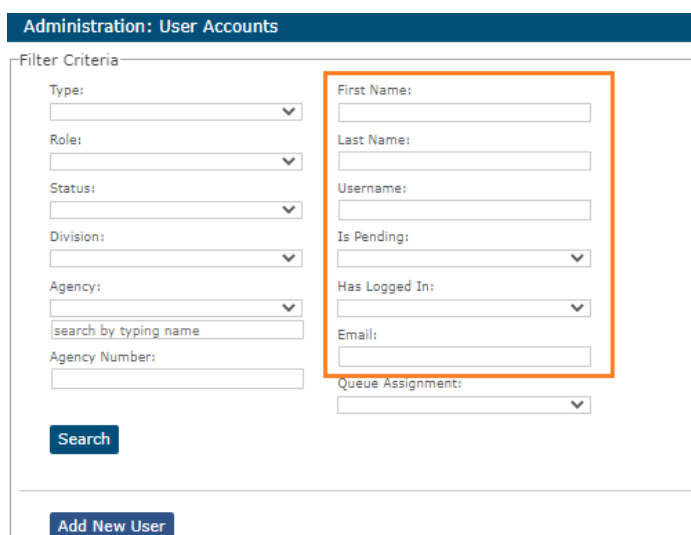
If a user (i.e. support staff, analyst, etc.) has been locked out of Guardian due to too many incorrect password attempts and does not recall the answers to their security questions or never completed their account activation, an individual with a Division Administrator Account user role will need to 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.



The screenshot shows the 'Administration: User Accounts' interface. Under the 'Filter Criteria' section, there are two columns of search fields. The left column includes dropdown menus for Type, Role, Status, and Division, followed by a search box for Agency (with a 'search by typing name' prompt) and a text input for Agency Number. The right column includes text inputs for First Name, Last Name, and Username, and dropdown menus for Is Pending, Has Logged In, and Queue Assignment. A blue 'Search' button is located below the left column, and a blue 'Add New User' button is at the bottom.

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.



This screenshot is identical to the previous one, but an orange rectangular box highlights the search fields on the right side: First Name, Last Name, Username, Is Pending, Has Logged In, and Email. The 'Search' button is visible below the left column of fields.

- 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.

User Search Results

UserName	Name	Email	Phone	Type	Status	Is Pending	Last Login Date	Actions
ROtest@test.com	Test, RO	ROtest@test.com	200-200-2000	Division	Locked	No		Edit Enable Notes (2) Add Note Upload Document

1 Total Results

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

User Search Results

UserName	Name	Email	Phone	Type	Status	Is Pending	Last Login Date	Actions
ROtest@test.com	Test, RO	ROtest@test.com	200-200-2000	Division	Locked	No		Edit Enable Notes (2) Add Note Upload Document

- The Administration: User Accounts page will populate. Select **Reset Password** at the bottom of the page.

Administration: User Accounts

*** Required**

User Account

Last Login: No recorded Login.

Status:

Is Pending:

Username:

* First Name:

* Last Name:

* Email:

* Phone:

User Type:

* Roles

Role	Selected	Grantable
CCLD Division Admin	<input type="checkbox"/>	<input type="checkbox"/>
CCLD Division Basic	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Admin	<input type="checkbox"/>	<input type="checkbox"/>
HCSB Division Basic	<input type="checkbox"/>	<input type="checkbox"/>
Ombudsman Division	<input type="checkbox"/>	<input type="checkbox"/>
Trustline Division	<input type="checkbox"/>	<input type="checkbox"/>
TrustLine Division - Admin	<input type="checkbox"/>	<input type="checkbox"/>

Position Title:

Comment:
User account locked on 11/12/2020 due to lack of login with temporary password.

Address Line 1:

Address Line 2:

City:

State:

Zip:

Out of Office

Out of Office Date From:

Out of Office Date To:

Division:

[Resend New User Notification](#) [Back to Search](#) [Save](#)

[Reset Password](#) [Change History](#)

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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.