

**County of Orange Social Services Agency
Family Self-Sufficiency & Adult Services Division**

Program/Area: CalWORKs/Welfare-To-Work

Title: TrustLine Registration

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Approved: Signature on File

PURPOSE The purpose of this policy is to provide guidelines for TrustLine registration for license-exempt child care providers.

POLICY Regulations require license-exempt child care providers, who are not required to obtain a child care license, be TrustLine registered in order to receive reimbursements for CalWORKs (CW) Stage 1 child care services. In addition, certain license-exempt providers must also meet Health and Safety requirements.

The license-exempt provider is a provider who provides care in the child's home or provider's home and is a babysitter or nanny, relative of the child, or family friend, **and** is someone who is only caring for the participant's children and their own children.

WHAT IS TRUSTLINE The TrustLine Registry, referred to as "TrustLine", is a database of license-exempt child care providers that have cleared a criminal background check. TrustLine registered providers have no record of disqualifying criminal convictions, substantiated reports of child abuse, certain arrests that may pose a risk to the health and safety of children in care, a past revocation of a license issued by the California Department of Social Services (CDSS) or certificate to be a certified family home, or a past denial of an application for licensure or certified of approval to be a certified family home.

TrustLine uses the California Criminal History System, administered by the Department of Justice, to check the fingerprints of applicants. In addition, California's Child Abuse Central Index is examined for substantiated child abuse reports, and the Federal Bureau of Investigation criminal history records are examined. The California Department of Justice provides updates to ensure the continued eligibility status of a registrant.

Guardian is the background check database that CDSS uses for the TrustLine Registry. Guardian provides the ability to immediately manage the status and view applications. In order for a child care provider applicant to become registered on the TrustLine Registry, they must pass the fingerprint-based background check and complete the TrustLine Registry application.

WHO IS EXEMPT FROM THE TRUSTLINE PROCESS

The following providers are **exempt** from TrustLine registration:

- Aunts, uncles, and grandparents of the child(ren) in care related by blood, marriage, or court decree including adoption. The relationship must be documented in the case record.
- Schools or public recreation programs exempt from licensure. These programs perform criminal history background checks on all employees, who have contact with children.

Note: Siblings, great-aunts, great-grandparents, great-uncles of the child(ren) are required to be TrustLine registered.

Refer to [Policy 301 – CalWORKs Stage 1 Child Care Program](#) for provider eligibility requirements.

TRUSTLINE REGISTRATION REQUIREMENT

Upon receipt of the child care request the Intake Employment and Eligibility Specialist (IEES) or Continuing Employment and Eligibility Specialist (CEES), will review for TrustLine requirements.

If TrustLine is **not required**, the IEES/CEES will:

1. Ensure the [Declaration of Exemption from TrustLine Registration - CCP 1](#) is completed by the participant and provider
2. The CCP 1 is returned with the child care packet forms

If the participant suggests that the provider **has previously applied for TrustLine** or is **currently registered**, the IEES/CEES will:

1. Send a [TrustLine Communication Form - F063-41-368](#) via email to the TrustLine Inbox (TrustLine@ssa.ocgov.com) to verify registration
2. Image the returned TrustLine Communication Form from the TrustLine Coordinator to Hyland Perceptive Experience (HPE)
3. Add a Journal entry

Note: When creating any Journal entries for Child Care always use:

- Journal Category: Child Care
- Journal Type: Narrative

If TrustLine **is required**, the IEES/CEES will explain the TrustLine Registration process including:

1. The requirements
2. The benefits of TrustLine registration
3. The seven (7) calendar day deadline to complete the Live Scan process **and** return the TrustLine Application to the TrustLine Coordinator
4. Emphasize the importance of notating an **email address** on the TrustLine Registry Application, so that the application can be entered into the Guardian TrustLine System
5. Child care payments will not be made until the child care provider is granted TrustLine registration

6. Once the child care provider has been TrustLine registered, retroactive child care payments can only be made for up to **120** calendar days from the date the provider became TrustLine registered
7. If the provider is denied by TrustLine, CalWORKs will **NOT** pay the provider and the participant will be responsible for paying the provider
8. Answering questions from the participant or provider
9. Emailing the TrustLine Communication Form - F063-41-368 to the TrustLine Inbox (TrustLine@ssa.ocgov.com) on the same day
10. Image the returned TrustLine Communication Form from the TrustLine Coordinator to Hyland Perceptive Experience (HPE)
11. Add a Journal entry

Note: When creating any Journal entries for Child Care always use:

- Journal Category: Child Care
- Journal Type: Narrative

TRUSTLINE TRACKING, FAILURE TO COMPLETE AND PENDING APPLICATION

The Orange County Social Services Agency FSS-AS Policy and Quality Assurance (PQA) TrustLine Coordinator is the point of contact between the IEES/CEES, Children's Home Society (CHS), the TrustLine Resource and Referral (R&R) Network, and CDSS. The TrustLine Coordinator is responsible for tracking the TrustLine Application process.

For tracking purposes, the TrustLine Coordinator will:

1. Maintain a TrustLine Registration Log for each participant/provider, who is issued a TrustLine Application packet
 - The TrustLine Application packet is mailed to the participant and includes Instructions to Providers, the TrustLine Application, and a listing of Live Scan locations (no fee)
2. Confirm if the provider is already registered for TrustLine
3. Notify the IEES/CEES via email 14 calendar days after issuing the TrustLine packet, if the provider has failed to submit the TrustLine Application or complete the Live Scan (fingerprint) process
4. Forward the TrustLine Application to CHS upon receipt
5. Save a copy for the Trustline letter and forward the original to the IEES/CEES once a determination has been made

The IEES/CEES will:

1. Contact the participant and notify them that the provider has **failed to submit** the TrustLine Application and/or complete the Live Scan process **or**
2. Send the [TrustLine Reminder Notice - F063-41-444](#) to the participant and image to HPE
3. If the provider has submitted the TrustLine Application and Live Scan, but the background process **is pending**, contact the participant to confirm if they want to continue the process or find another provider. Follow up with the [TrustLine Notification Notice - F063-41-241](#) after the 30/60/90 days have elapsed of the 120-day retroactive period

4. If on the 30th day, the provider has not completed the TrustLine process, follow the guidelines in the [Child Care Request Processing Guide](#) to deny the Child Care Request
 - If the child care request is being denied due to provider not completing the TrustLine process, in CalSAWS, use denial reason: failure to provide. The denial reason for TrustLine Denied, Closed or Revoked is for after a determination from CDSS has been made.
5. Add a Journal entry

**FINAL
NOTIFICATION
FROM THE
R&R
NETWORK**

Once a **final determination** has been **made by CDSS**, the Resource and Referral Network (R&R) will notify the TrustLine Coordinator of the final status of the TrustLine Application.

Approval of TrustLine

The TrustLine Coordinator will:

1. Send the TrustLine Registration Letter via email to the IEES/CEES to inform them that the provider is now listed on the TrustLine Registry

Note: The background clearance letter submitted by the provider is not sufficient proof to determine whether or not an individual is registered with TrustLine. The registration letter will come directly from the TrustLine Coordinator

2. Retain a copy of the TrustLine Registration Letter for the TrustLine case
3. Update the TrustLine Tracking Log

The IEES/CEES will:

1. Process the child care request
2. Authorize retroactive child care payments for up to 120 calendar days from the date the provider became TrustLine registered, and services were requested
3. Image the TrustLine Registration Letter to HPE along with the Child Care Plan
4. Add a Journal entry

Closed, Denied, or Revocation of TrustLine: If the provider is closed, denied or revoked by CDSS:

The TrustLine Coordinator will:

1. Immediately forward the TrustLine Letter from the R&R Network to the IEES/CEES and retain a copy for the case
2. Update the TrustLine Tracking Log

The IEES/CEES will:

1. Notify the participant that the provider's application has been denied, closed or revoked

2. Process the child care request, to deny or discontinue
 - Use denial/discontinue reason: TrustLine Application has been denied, closed or revoked
3. Assist the participant with finding another provider
4. Image the TrustLine Letter to HPE
5. Add a Journal entry

Refer to the [Child Care Request Processing Guide](#) or [Post Aid Child Care Processing Guide](#) for further information.

**REVOCATION
OF TRUSTLINE
REGISTRATION**

CDSS will notify the R&R Network of disqualifying information reported to the California Criminal History System or the California Child Abuse Central Index. If the new information is not cleared through the appeals process, the R&R will forward the letter of revocation to the TrustLine Coordinator. The child care plan must be discontinued. When this occurs, follow the steps in the [Final Notification from the R&R Network Section](#) under Closed, Denied or Revocation of TrustLine.

REFERENCES

EAS Manual Section 47-260.2, 47-430, 47-601, 47-602, 47-610, 47-620, 47-630
ACL 08-04

ATTACHMENTS

- [Child Care Request Processing Guide](#)
- [Declaration of Exemption form Trustline Registration and Health and Safety Self-Certification - CCP 1](#)
- [Policy 301 – CalWORKs Stage 1 Child Care Program](#)
- [Post Aid Child Care Processing Guide](#)
- [TrustLine Communication Form - F063-41-368](#)
- [Trustline Notification - F063-41-241](#)
- [TrustLine Reminder Notice - F063-41-444](#)