

**County of Orange Social Services Agency
Family Self-Sufficiency**

Program/Area: CalWORKs/Welfare-To-Work
Title: TrustLine Registration
Number: 304 **Status:** *Signature on file*
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Approved:

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

POLICY Regulations require certain license-exempt child care providers to be TrustLine registered in order to receive payment for CalWORKs (CW) child care services. In addition, certain license-exempt providers must also meet Health and Safety requirements (**refer to CalWORKs Policy 305, "Health and Safety Self Certification"**).

For the purposes of TrustLine, a license-exempt provider is either an in-home provider who provides care in the child's home (baby-sitters and nannies), or is a relative of the child, or is someone who is only caring for the participant's children and his or her own children.

WHAT IS TRUSTLINE The TrustLine Registry, referred to as "TrustLine", is a database of license-exempt child care providers that have cleared criminal background check to ensure that they have no 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 Department of Social Services 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.

The California Department of Social Services conducts the background check. It includes checks of the California Criminal History System and the California Child Abuse Central Index. A Federal Bureau of Investigation (FBI) background check is also included in the TrustLine process.

TrustLine provides a helpful tool to parents by adding reassurance when selecting someone to care for their children, in addition to being careful and thorough in the selection process. TrustLine is

helpful to providers by assisting them in establishing that they are serious about their profession as child care providers.

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. The relationship must be documented in the case record.
- Schools or public recreation programs: They are either required or permitted to fingerprint their employees and volunteers.

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.

1. If TrustLine is not required the IEES/CEES will:

- Provide the client with a Declaration of Exemption from TrustLine Registration ([CCP1](#)). The client is to give the CCP1 to their provider, who must complete and return along with all other child care packet forms to IEES/CEES within 10 calendar days. (Refer to policy 301 CalWORKs Child Care Program)

2. If the client claims that the provider has previously applied for TrustLine, or is already in the TrustLine Registry the IEES/CEES will:

- Send a Trustline Communication Form (F063-30-368) via email to the TrustLine Inbox on the same day to verify that.

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

- The reason why it is required;
- The benefits of TrustLine to both, parents and providers.
- The 7 calendar day deadline to complete the Live Scan process and return the TrustLine application to Children's Home Society (CHS);
- Child care payments will not be made until the child care provider is granted TrustLine registration;
- 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 back to the date services were requested **and** child care services were provided;

- Answering any questions the client may have.
- Send a TrustLine Communication Form (F063-30-368) via email to the TrustLine Inbox on the same day.

The provider must complete and return the TrustLine Application packet to the California Child Care Resource and Referral Network (R&R) and submit fingerprints within 7 calendar days. In Orange County, the R&R is CHS.

When SSA is notified by the California Child Care Resource & Referral (R&R) Network that the provider has been granted TrustLine registration, retroactive child care payments will be authorized for up to 120 calendar days from the date the provider became Trustline registered back to the date the child care services were requested **and** services were provided. The total amount of retroactive time that will be paid will not exceed 120 days.

**TRUSTLINE
APPLICATION
AND
REGISTRATION**

Upon receipt of the TrustLine Communication Form ([F063-41-368](#)), the Trustline Tracking Unit (TTU) worker will complete step 1 or 2 below on the same day:

1. If the provider has previously applied for TrustLine, or is already in the TrustLine Registry:
 - Contact the R&R Network at 1-800-822-8490.
 - If the R&R Network verifies the application is pending, provide a TrustLine Application Packet to the client, cross off step 5 and note "FINGERPRINTS NOT REQUIRED" on the TrustLine packet coversheet ([F063-41-84](#)).
 - If the R&R Network verifies that the provider is on the Registry, a clearance letter will be faxed to the TTU worker.
2. If the provider has never applied for TrustLine, provide a TrustLine Application Packet to the client.

The packet will include the following:

- TrustLine Packet Cover Letter ([F063-41-84](#))
- TrustLine Registry Background Check subsidized Application [TRL1](#)
- TrustLine Registry Criminal Record Statement ([TLR 508](#))
- Request for Live Scan Services ([TLR 9163](#))
- A list of live scan vendors

- A list of Local Department of Justice sites that provide Live Scan fingerprints, with the addresses, and business hours
- TrustLine Parent Pamphlet
- TrustLine License Exempt Provider Pamphlet
- Envelope addressed to CHS
- Control for return of the application receipt from CHS on the TrustLine Registration Log F063-41-83

TRUSTLINE TRACKING

The TTU worker is the point of contact between the IEES/CEES, CHS, and the R&R Network. TTU is responsible for tracking the TrustLine application process from the point the packet is issued, until the provider's TrustLine application is either denied, registration is revoked or approved by the R&R Network.

- For tracking purposes, the TTU worker will:
 - Set up a file for all new cases that have a TrustLine packet issued
 - Maintain a TrustLine Registration Log F063-41-83 for each client/provider who is issued a TrustLine application packet
 - Log in the TrustLine application notification when it is received via fax/mail from CHS
 - Make a copy for the Trustline file and forward the original to the IEES/CEES
 - Send the TrustLine Tracking Unit Communication Memo F063-41-150 to the worker 14 calendar days after issuing the Trustline packet if notification is not received from CHS that a receipt is on file
- The IEES/CEES will:
 - Contact the client to notify him or her that the provider has not submitted their TrustLine application when notification is not received from CHS that a receipt is on file
 - Send the TrustLine Reminder CalWIN Notice 960 to the client
 - Follow up with the TrustLine Notification Notice F063-41-241 after 30 days, 60 days and 90 days have elapsed of the 120-day retroactive payment period, once the TrustLine Tracking Unit Communication Memo is received from TTU

FINAL NOTIFICATION

The R&R Network will notify TTU of the final status of the TrustLine application.

FROM THE R&R NETWORK **Approval of TrustLine:** when notified that the provider has been placed on the TrustLine Registry.

The TTU worker will:

- Send the TrustLine Tracking Unit Communication Memo [F063-41-150](#) via email to the worker to inform him/her that the provider is now listed on the TrustLine Registry
- Forward the original notification to the IEES/CEES and retain a copy for the TTU case
- Update the TrustLine Tracking Log (F063-41-83). No further action is required

The IEES/CEES will:

- Process the child care request as per established procedures
- Authorize retroactive child care payments for up to 120 calendar days from the date the provider became TrustLine registered back to the date services were requested and child care services were provided

Failure to Provide: when notified that the provider has failed to provide additional information.

The TTU worker will:

- Immediately forward the original notification from the R&R Network to the IEES/CEES, and retain a copy for the TTU case
- Update the TrustLine Tracking Log F063-41-83

The IEES/CEES will:

- Immediately contact the client to notify him or her that the provider failed to provide information
- Send out Child Care Denial notice (F063-41-776)
- Assist the client finding another provider by providing them CHS contact information

Denial of TrustLine Application: when notified that the provider's TrustLine application has been denied.

The TTU worker will:

- Immediately forward the original notification from the R&R Network to the IEES/CEES, and retain a copy for the TTU case
- Update the TrustLine Tracking Log

The IEES/CEES will:

- Immediately contact the client to inform him or her that the provider's TrustLine application has been denied
- Send out Child Care Denial notice (F063-41-776)
- Assist the client finding another provider by providing them CHS contact information

Note: If TTU is unable to contact the assigned worker on the same day that notification of a provider's denial is received, the worker's supervisor is to be contacted regarding the discontinuance.

**REVOCATION
OF TRUSTLINE
REGISTRATION**

If a provider is placed on the TrustLine Registry, and subsequently has disqualifying information reported to the California Criminal History System, or the California Child Abuse Central Index, and the new information is not cleared through the appeals process, the California Department of Social Services (DSS) will notify the R&R Network. The R&R will then forward a letter of revocation to TTU. When this occurs, follow the steps in number 3 in the [Final Notification From the R&R Network](#) section. The IEES/CEES will send the Child Care Discontinuance NA 835.

**TTU CASE
DOCUMENTATI
ON**

The following documentation is to be included in the client's TTU case:

- Copy of the TrustLine Communication Form F063-30-368 that includes the date the Trustline packet was mailed to the client
- Documentation from CHS that the TrustLine application was received
- A copy of final notification from the R&R Network documenting TrustLine status of the case (either approved or denied)

REFERENCES

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

ATTACHMENT

- [Declaration of Exemption From Trustline Registration and Health and Safety Self-Certification \(CCP1\)](#)
- [Trustline Communication Form \(F063-41-368\)](#)
- [Trustline Coversheet \(F063-41-84\)](#)
- [Trustline Registry Application \(TLR 1\)](#)
- [Trustline Registry Criminal Record Statement \(TLR 508\)](#)
- [Trustline Log \(F063-41-83\)](#)
- [Trustline Tracking Unit Communication Memo \(F063-41-150\)](#)
- [Request For Live Scan Service TLR 9163](#)
- [Trustline Reminder Notice \(960\)](#)
- [Trustline Notification \(F063-41-241\)](#)

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