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SSA Intranet

TRUSTLINE REGISTRATION

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PURPOSE

Regulations require certain license-exempt child care providers to be Trustline registered in order to receive payment for CalWORKs (CWs) 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 (babysitters 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 computer-based registry of license-exempt child care providers who have had a 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, 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.

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.

Note: Effective February 1, 2008, Great aunts, great uncles and great grandparents are required to be registered Trustline child care providers.

Note: In addition to the great grandparents, great aunts, and great uncles, licensed exempt providers who submit a completed Trustline application on or before January 31, 2008, fall under the previous regulations. Therefore, these providers can be paid while their Trustline application is in process.

CGSA

TRUSTLINE REGISTRATION REQUIREMENT

Upon receipt of the child care request the Initial Services Worker (ISW) or Ongoing Services Worker (OSW) will review for Trustline requirements with the client.

1. If Trustline is not required the ISW/ OSW 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 ISW/OSW within 30 calendar days. (Refer to policy 301 Child Care Eligibility & Application Process)

1. If the client claims that the provider has previously applied for Trustline, or is already in the Trustline Registry the ISW/OSW will:

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

1. If Trustline is required the ISW/OSW will:

• Explain the Trustline Registration process, including:
• The reason why it is required;
• The 7 calendar day deadline to return the Trustline application;
• 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 the Children's Home Society of California (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.

Note: A licensed-exempt provider, who has a Trustline application still pending by February 1, 2008, may continue to receive a subsidized payment for providing child care services until such time as their Trustline application is denied.

TRUSTLINE APPLICATION AND REGISTRATION

Upon receipt of the Trustline Communication Form (F063-30-368), 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.

1. 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 Coversheet (F063-41-84)
Trustline Application (TLR1). TTU completes section 12.
Trustline Registry Criminal Record Statement (TLR 508)
Live Scan Instructions for Subsidized Trustline Applicants Form
Introducing Live Scan Fingerprinting Services Form from Community Care Licensing Division
Request for Live Scan Services (LIC 9163)
A list of Local Department of Justice sites that provide Live Scan fingerprints, with the addresses, and business hours.
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 ISW/OSW, 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 has been 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 from CHS

  Make a copy for the Trustline file and forward the original to the ISW/OSW

  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 ISW/OSW 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 FROM THE R&R NETWORK

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

1. 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 ISW/OSW, and retain a copy for the TTU case.

  Update the Trustline Tracking Log (F063-41-83). No further action is required.

- The ISW/OSW will:

  Process the child care request per policy 301.

  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.

1. 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 ISW/OSW, and retain a copy for the TTU case.

  Update the Trustline Tracking Log F063-41-83.

- The ISW/OSW 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)

  Complete the Supportive Services Referral & Information form (F063-41-121) and forward to CHS co-location to assist clients with finding a different provider.

1. 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 ISW/OSW, and retain a copy for the TTU case.

  Update the Trustline Tracking Log.

- The ISW/OSW 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)

  Complete the Supportive Services Referral & Information form (F063-41-121) and forward to CHS co-location to assist clients with finding a different provider.

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.

CGSA

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 ISW/OSW will send the Child Care Discontinuance NA 835.

MONTHLY STATISTICAL REPORTING

The TTU worker will prepare and submit a monthly statistical report F063-41-129 to the TTU Supervisor no later than the 7th working day of the month.
The TTU supervisor will forward a copy to the CalWORKs Child Care Program Coordinator/designee no later than the 9th working day of the month.

TTU CASE DOCUMENTATION

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

ATTACHMENTS

- Declaration of Exemption From Trustline Registration and Health and Safety Self-Certification (CCP1)
- Trustline Communication Form (F063-30-368)
- 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)
- Trustline Monthly Statistical Report (F063-41-129)
- Request For Live Scan Service LIC 9163
- Trustline Reminder Notice (960)
- Trustline Notification (F063-41-241)

CDSSA