

27. TrustLine and Health & Safety

27.1 TrustLine Registry [EAS 47-600]

The TrustLine Registry is a database system of licensed-exempt child care providers that have cleared criminal background checks in California. It was developed to help parents check on child care providers and protect children from possible dangerous individuals who are not licensed and protect them from other dangerous individuals living in the home of an exempt provider. This system also protects children from other dangerous individuals who reside in the home (other than the child's home) where the child care is provided. This is done by requiring providers, and other convicted individuals where care is provided, to send in their fingerprints and a TrustLine application form.

The application form is then forwarded to the California Department of Justice (DOJ). The DOJ will conduct a background check to see if a provider has a record of criminal convictions or substantiated child abuse reports. If there is no record of disqualifying convictions, a provider is then approved to be listed on the TrustLine Registry.

TrustLine applies to the following programs:

- CalWORKs Child Care
- Cal-Learn.

27.2 Health & Safety Requirement

To help ensure the health, safety and welfare of a child(ren) for whom child care is being provided, certain license-exempt child care providers must meet the Health and Safety requirements as per Assembly Bill (AB) 1542.

The Health and Safety Self-Certification process is intended for parents and license-exempt providers to review the home where care is to be provided and certify:

- That the premises are safe and free of communicable disease.
- That the provider has provided two character references and the parent(s) have contacted them.

27.2.1 Exempt Child Care Providers

Aunts, uncles and grandparents of the child(ren) by blood, marriage or court decree are exempt from TrustLine registration and Health and Safety Self-Certification requirements.

Step-aunts, step-uncles, and step-grandparents are also exempt from TrustLine and Health and Safety Self-Certification requirements. For example, in the case of a step-aunt, she is the aunt by marriage.

The individuals mentioned above are required to sign a “Declaration of Exemption from TrustLine Registration and Health and Safety Self-Certification” (CCP 1). This declaration must be signed and scanned to Integrated Document Management (IDM) system prior to approving child care arrangements.

**Note:**

Great Aunts, Great Uncles, and Great Grandparents, Nephews, Nieces, Cousins, and older siblings are NOT exempt from TrustLine and need to go through the TrustLine and Health and Safety Self-Certification process in order to be eligible for payment as an in-home or license-exempt child care provider.

27.2.2 Exempt School or Recreation Program

Public or private schools and public recreation programs are exempt from TrustLine registration and do not have to complete a CCP 1.

27.2.3 Exempt Provider Convicted of a Crime

If an otherwise exempt provider has been convicted of a crime, they lose their exempt status and are required to submit a TrustLine application following the same procedures as any other non-exempt provider.

27.2.4 Convicted Criminal Living With Exempt Provider

The child care provider and the convicted individual(s) will both be required to submit a TrustLine application and all must pass in order to be approved and paid for child care. If it is disclosed that there is a person with a conviction living in the home of an exempt provider, the provider will lose their exempt status. When reviewing the “TrustLine Informing Notice” (SCD 209) with the client, the Employment Counselor (EC) must inform the client of the Trustline requirements for convicted criminals living with the provider.

27.2.5 Exempt Provider Provides Care at Another Home

If it is disclosed that the provider is providing care at another location (other than the child’s house) where there is a person with a conviction living in the home, the provider will lose his/her exempt status. The provider and the convicted individual will both be required to submit a TrustLine application and all must pass in order to be approved and paid for child care. The EC must inform the client of the Trustline requirements for:

- Convicted criminals living with the provider.
- Convicted criminals living in the home where care is provided (other than the child’s home).

27.2.6 Determining Exempt Status

The “Checklist for TrustLine and Health and Safety Self-Certification” (SCD 533) is used by CalWORKs Employment Services (CWES) staff to determine if a license-exempt child care provider must comply with TrustLine and Health and Safety Self-Certification. The SCD 533 is also used to track the sending and returning of the necessary forms.

If the provider . . .	Then . . .
Meets the criteria of a license-exempt provider who is exempt from TrustLine,	The provider completes the CCP 1.
Does not meet the criteria as a license-exempt provider who is exempt from TrustLine,	The Employment Counselor (EC) issues the TrustLine and Health and Safety packet.

27.3 Prior TrustLine Cleared or In Process

27.3.1 Verification of Application in Process or Cleared

When a client or child care provider claims that they are listed on the TrustLine Registry or have already submitted an application to the DOJ, the Worker must call the TrustLine Child Care Resource and Referral Network (CCRRN) at 1-800-822-8490 for verification. The child care provider’s Identification number (Drivers License number, California DMV Identification Card, Driver’s License from any of the 50 states, or Alien Registration Card Number) is needed. TrustLine will use this number to locate the individual in the data base.

If...	Then...
The individual is listed in the Trust-Line Registry,	Have TrustLine fax over a verification letter.

27.3.2 Criminal History Clearance to TrustLine

Follow these steps to verify when a client or child care provider claims that they are on the TrustLine Registry or have already submitted an application to the DOJ:

Step	Who	Action
1.	Client or Provider	• Claims to be on TrustLine Registry or in process.

Step	Who	Action
2.	EC	<ul style="list-style-type: none"> • Verifies by calling the CCRRN toll free number 1-800-822-8490 and requests a faxed copy of the “Cleared TrustLine Provider” letter from the California Child Care Resource and Referral Network. • Forwards the copy of the “Cleared TrustLine Provider” letter from the California Child Care Resource and Referral Network and child care provider registration packet to the Office Designee.
3.	Office Designee	<ul style="list-style-type: none"> • Registers the provider in CalWIN. • Activates the provider. • Includes the statement “Cleared TrustLine” and the date that the provider was registered on TrustLine in the comment field on the [Child Care] tab in CalWIN. • E-mails the provider ID# to the case manager. • Sends documents to IDM.

27.3.3 In TrustLine Registry or Application In Process

The EC must complete a “TrustLine Payment Program Change” form when a provider who is already registered with TrustLine begins caring for the children of a different family or a different agency is paying child care.



Note:

Approach the A9P Unit childcare designee for copy of the form.

27.3.4 Not Listed in Registry

If the individual is not located in the TrustLine data base, begin the TrustLine application process. [\[Refer to “TrustLine Application Process,” page 27-4\].](#)

27.4 TrustLine Application Process

27.4.1 TrustLine and Health & Safety Forms

A license-exempt provider who is NOT exempt from TrustLine must comply with TrustLine requirements and be provided with the TrustLine and Health and Safety forms as follows: [\[Refer to “Completing the Forms,” page 27-13\].](#)

FORM FOR THE EMPLOYMENT COUNSELOR

- “Checklist for TrustLine and Health and Safety Self-Certification” (SCD 533)

FORMS FOR THE CLIENT/CHILD CARE PROVIDER

- “IMPORTANT NOTICE Child Care TrustLine Registry System” (SCD 514)
- “License-Exempt Home Certification/Registration” (SCD 1753)
- “Health & Safety Self-Certification” (CCP 4)
- “Health & Safety Facility Checklist” (SCD 1178)
- “TrustLine Informing Notice” (SCD 209)
- “Request for Taxpayer Identification Number & Certification” (W-9) (Not a copy)
- “TrustLine Parent Pamphlet” (PUB 438) (optional, warehouse only)
- “TrustLine License-Exempt Provider Pamphlet” (PUB 439) (optional, warehouse only)

FORM FOR LIVE SCAN

- Two copies of “Trustline Registry Application” (TLR 9163G) (seven pages)

FORMS FOR SANTA CLARA COUNTY OFFICE OF EDUCATION (SCCOE)

- “TrustLine Referral” (SCD 511)
- Second copy of TLR 9163G

Note: TrustLine may require the same documents.

27.4.2 Fingerprinting Services

Provider fingerprints are ONLY accepted electronically via the Live Scan process. Manual fingerprinting (fingerprint cards) are no longer accepted.

27.4.3 Live Scan Services

Live Scan refers to the process of capturing and transmitting fingerprint images through an authorized Live Scan location. The location can be a local law enforcement agency or a private establishment. Live Scan dramatically reduces the processing time for TrustLine applications because not only are fingerprint images transmitted electronically to the DOJ, but the applicant informational data is also sent electronically by the Live Scan operator.

The TrustLine child care provider applicant is required to complete the TLR 9163G, and bring the form to the Live Scan operator the day of the fingerprint scanning.

The TrustLine applicant is required to pay all fees related to Live Scan. Fingerprint imaging fees vary by site. The TrustLine applicant is responsible for paying the fee directly to the Live Scan location. If applicant goes to the SCCOE site, finger printing shall be free. Some locations require scheduling an appointment, while others offer drop-in and/or mobile service. [Refer to Scan Locations](#) and the SCD 514 for information on Live Scan county locations and detailed information including fees.

The TrustLine applicant must also show any of the following identification cards to the Live Scan operator:

- California Driver's License,
- California DMV Identification Card,
- Driver's License from any of the 50 states, or
- Alien Registration Card.

**Reminder:**

The EC must ensure that the information under the “Agency Number” and “Agency Information” (Sections 5 and 6) and the “Resource & Referral/Alternative Payment Program” (Section 13) of the TLR 9163G is pre-populated with the correct information and codes.

27.4.4 Employment Counselor Responsibilities

The EC is responsible for the following:

[Refer to “Processing TrustLine,” page 27-10]] and [“Completing the TrustLine Referral (SCD 511)” on page 27-13.] for additional responsibilities.

- Explain the TrustLine process and that TrustLine fingerprint imaging fees are paid by the child care provider. If approved, the TrustLine child care provider may submit verification of the imaging fee to the County for reimbursement. Inform the provider if they go to the SCCOE site, fingerprint imaging shall be free.

Note: Finger imaging fee reimbursements will be paid as a one-time child care expense after the provider has been approved and entered in the provider data base.

- Give the provider the TrustLine packet and inform the client that if the provider does not complete the TrustLine/Live Scan process child care payments can NOT be approved.
- Communicate to the client that he or she must inform their provider that the county may only be able to pay for 120 retroactive calendar days from the date TrustLine is approved.
- Check for a valid California Driver's License or Identification Card and signed Social Security card.
- Explain that if TrustLine is NOT approved, the client will be responsible to pay any costs incurred for child care used while the provider was pending TrustLine, and the finger imaging fee will not be reimbursed.
- Explain that provider and client must sign the “TrustLine Informing Notice” (SCD 209).

- Complete the “TrustLine Referral” (SCD 511).
- Complete the information under both “Agency Information” (box 6) and “Resource & Referral/Alternative Payment Program” (box 13), mark “Stage 1” or “CalLearn” under Program and enter case number.
- Explain to the client that the provider (TrustLine Applicant) needs to complete Sections 4, 8, 9, 10 (optional), and 11.
Note: Two copies of the TLR 9163G need to be completed. The Live Scan location keeps one and the provider returns the second copy to SCCOE.
- Assist client and/or provider to scan completed Trustline application and email to SCCOE as needed.
- Complete the “Checklist for TrustLine and Health and Safety Self-Certification” (SCD 533) and forward to IDM station.
- Have the child care provider complete a “License-Exempt Home Certification” (SCD 1753) if they are a non-caretaker/relative caring for the children of only one family besides their own. This must be scanned in IDM prior to issuing a child care payment.
- Issue “Notice of Action Child Care Services” (NA 832) for no more than 120-calendar days retroactively once TrustLine is cleared/approved.
- Discontinue child care if TrustLine is denied/revoked after it is approved.
- Complete the License-Exempt TrustLine Pending Child Care Worksheet” (SCD 9), issue to client, and forward to IDM for scanning.
- Update and send the SCD 9 to IDM if the case needs to be transferred to another worker and an approval NOA cannot be issued.

27.4.5 Client Responsibility

The client is responsible to ensure that the provider:

- Receives and reviews the TrustLine packet.
- Is aware that the county may only be able to pay for 120 calendar day period, once the provider is approved for TrustLine registration.
- Is aware that the County will reimburse the finger imaging fee with verification, if the provider is approved for Trustline, or that fingerprint imaging at SCCOE is free.
- Signs the “TrustLine Informing Notice” (SCD 209).

- Completes the required TrustLine forms and submits required documentation within seven days.

27.4.6 Provider Responsibility

The child care provider has seven calendar days to take the following steps:

STEP	ACTION
1.	<p>Completes the following forms and submits to the County by due date:</p> <ul style="list-style-type: none"> • “Health and Safety Self-Certification” (CCP 4) • “License-Exempt Home Certification Registration” (SCD 1753) (attach a copy of valid California Driver License or valid California ID AND a copy of signed Social Security Card) • “Request for Taxpayer Identification Number and Certification” (W-9) • “TrustLine Informing Notice” (SCD 209)
2.	<ul style="list-style-type: none"> • Completes the SCD 511 and <u>two copies</u> of the TLR 9163G. • Chooses the Live Scan Location of their choice and schedules an appointment. Some locations offer drop-in and/or mobile service. <p>Note: The SCD 514 contains a listing of Live Scan Operators in the county.</p> <ul style="list-style-type: none"> • Brings both copies of the TLR 9163G to the Live Scan operator the day of the fingerprint scanning and pays all Live Scan fees as appropriate. If applicant decides to go to SCCOE to complete fingerprint scanning, go to section 2a. <p>Note: The Live Scan Operator keeps one copy of the TLR 9163G and transmits fingerprint images and provider informational data electronically to DOJ. The applicant keeps the other copy for their records and emails it to SCCOE at trustlinescc@sccoe.org along with other TrustLine related forms.</p>

STEP	ACTION
2a.	<p>SCCOE provides Live Scan fingerprint images at no cost. Services are available from 8:15am - 2:15 PM, Tuesdays and Thursdays by appointment only. Address: 1290 Ridder Park Dr, San Jose, Ca 95131</p> <p>To schedule an appointment:</p> <ol style="list-style-type: none"> 1. Go to https://www.sccoe.org/depts/Human-Resources/Fingerprint/Pages/default.aspx (or call (408) 453-6835). 2. Click on “LiveScan Appointment click Here” on the top right-hand side of the webpage. 3. Scroll down to the calendar, select month/year, and click on available date. A drop-down menu will appear to select an available time. Only dates in bold are available to be selected. 4. Enter your contact information and click “Complete Appointment”. 5. Your appointment confirmation will appear in the next window. <p>On the day of appointment:</p> <ol style="list-style-type: none"> 1. Bring Id and <u>both</u> copies of the TLR 9163G and arrive no more than 5 minutes before the scheduled appointment. 2. Call (408) 453-6835 and wait in the lobby for LiveScan staff to come get you.
3.	<p>After the fingerprint imaging is complete, the child care provider can scan or take pictures of the application and email the following to SCCOE at trustlinescc@sccoe.org</p> <ul style="list-style-type: none"> • second copy of the TLR 9163G, • SCD 511.
4.	<p>If done at sites other than SCCOE, submits verification of finger imaging rolling fee to County for reimbursement.</p>

27.4.7 SCCOE Responsibility

After the child care provider submits the completed forms via email to the SCCOE, the Coordinator at SCCOE will:

STEP	ACTION
1.	Review the TrustLine application packet for quality assurance.

STEP	ACTION		
2.	If TrustLine Applicant...	Then...	
	Has an email address,	SCCOE will enter application information into Guardian system.	
	Does not have an email address,	SCCOE will forward application to CDSS to enter information into Guardian system.	
3.	Complete the bottom half of the SCD511 and email to the CWES designated staff person at Senter Road. The CWES designee sends the SCD511 to the IDM station and emails assigned EC/case manager.		

27.4.8 CDSS Responsibility

For applicants without an email address, upon receiving background results, CDSS shall:

STEP	ACTION
1.	Transmits background check results to California Child Care Resource & Referral Network (CCRRN).
2.	Sends results to the applicant.

27.5 Processing TrustLine

Follow these steps if child care provider is NOT TrustLined and the “TrustLine Referral” (SCD 511) is issued:

Step	Who	Action
1.	Client	<ul style="list-style-type: none"> Makes a request for child care.
2.	EC	<ul style="list-style-type: none"> Fills in the “To be Completed by County” portion of the SCD 511. Gives SCD 511 to client to give to provider. Forwards the child care provider registration packet to the Office Designee. Communicates to the client and begins to monitor the 120 retroactive calendar day period and issues appropriate notice per step #7.
3.	A9P Designee	<ul style="list-style-type: none"> Receives and reviews childcare registration packet. Maintains hard copies for data collection.
4.	SCCOE	<ul style="list-style-type: none"> Receives SCD 511. Reviews, signs and emails SCD 511 to A9P Designee.

Step	Who	Action	
5.	A9P Designee	Processes as follows:	
		If the SCD 511...	Then...
		Is returned by email from SCCOE to the designee,	<ul style="list-style-type: none"> • Sends SCD 511 to IDM. • Confirms by email to the assigned case worker that the TrustLine application and fingerprint card has been received by SCCOE and will be forwarded to the California Department of Justice (DOJ).
		If..	Then...
	Approved,	<ul style="list-style-type: none"> • Registers the provider in CalWIN and activates the registration. • Notifies EC by e-mail, provides provider ID, and sends documents to IDM. 	
	Denied,	<ul style="list-style-type: none"> • Registers the provider in CalWIN. • Enters Denied in the County Provider ID field. • Selects Inactive. • Notifies EC by email. • Sends documents to IDM. 	
6.	EC	<ul style="list-style-type: none"> • Monitors the 120 calendar day period pending TrustLine registration. • Issues the “Notification of Parental Choice with TrustLine Registration” (SCD 180) at 30 day, 60 day, and 90 day intervals. • Documents that the SCD 180 was mailed/issued to the client in Maintain Case Comments window in CalWIN. • Forwards the SCD 180 to the IDM station for scanning. 	

27.6 Monitoring the 120 Calendar Day Period

Since payment for child care cannot be approved or issued until the provider is cleared/approved with TrustLine, it is important to continue communication with the parent. Once the need for child care is determined and the TrustLine process has been initiated, the EC **MUST** explain the 120 calendar day retroactive period and how this may affect the client’s child care needs.

Therefore, it is important to monitor this period and maintain communication with the client when 30, 60 or 90 days of the 120 retroactive calendar day period has elapsed. The worker must issue the “Notification of Parental Choice with TrustLine Registration” (SCD 180) at the 30, 60 and 90 day intervals. This notification includes information to the parent that he/she has the option to select another provider in case the provider of choice does NOT become TrustLine registered.

Whenever possible, workers should encourage parents/providers to check on the TrustLine application status by calling the R&R Network at (800) 822-8490. Operators will be able to assist them in making sure their application was received and give them information regarding their application status.

27.6.1 The 120 Retroactive Calendar Day Period

CalWORKs child care payments are NOT approved or issued until the provider is cleared/approved by TrustLine. Once a license-exempt provider becomes TrustLine registered, he or she may receive retroactive child care payments for no more than 120 calendar days from the date that TrustLine is approved.

A parent may choose to change providers during the TrustLine process; however, the 120 calendar day retroactive payment period would start over for the new provider. If the old provider subsequently clears TrustLine they are entitled ONLY for services provided up to 120 retroactive calendar days. The new provider will also be required to be TrustLine registered BEFORE he/she is paid for services. The EC should NOT stop tracking providers until a registered or denied status has been received from the R&R.

Below are examples for the 120 calendar day period:



Example:

On January 15th, a license-exempt provider begins providing child care services. The TrustLine process is completed and the provider is TrustLine approved on March 25, 2008. The provider is entitled to receive reimbursement of child care payment for no more than 120 calendar days. To determine the 120 calendar day period that child care can be paid, begin by counting back, starting from March 25th (the date TrustLine was approved) to January 15th. In this case, since the number of days from TrustLine approval to the date that services began does NOT exceed 120 calendar days, the start date of the child care on the approval notice is January 15th. The end date of the approval notice is the end of the activity, or March 25th, whichever is less.



Example:

On January 15th, a license-exempt provider begins providing child care services. TrustLine is completed and the provider is TrustLine approved on June 2, 2008. The provider is entitled to receive reimbursement of child care payment for no more than 120 calendar days. To determine the 120 calendar day period that child care can be paid, begin by counting back, starting from June 2nd (the date TrustLine was approved) to January 15th. In this case, since the number of days from TrustLine approval to the date that services began exceeds 120 calendar days, the start date of the child care on the approval notice is February 4th. The end date of the approval notice is the end of the activity, or June 2nd, whichever is less. The EC would issue a denial notice for January 15th through February 3, 2008 (the days that exceed the 120 calendar day period).

**Example:**

On January 15th, a license-exempt provider begins providing child care services. On March 25, 2008 it is determined that the provider is NOT TrustLine approved. The EC would issue a denial notice from January 15th through March 25, 2008. The client is responsible to pay any costs incurred while the provider was pending TrustLine. The County does NOT reimburse the provider or client.

27.7 Completing the Forms

27.7.1 Completing the TrustLine Referral (SCD 511)

The “TrustLine Referral” (SCD 511) is the form used to refer a child care provider who is NOT exempt from TrustLine to the SCCOE. The EC completes the top half and the SCCOE completes the bottom section.

STEP	ACTION
1.	Enter today’s date.
2.	Enter the address of the CWES office.
3.	Enter the EC number.
4.	Check the type of program: CalWORKs
5.	<ul style="list-style-type: none"> • Check the “no” box if the child care provider has not been TrustLined and has no pending application.
6.	Enter the child care provider’s name and address.
7.	Enter the child care provider’s I.D. number. The identification must be valid and can only be: <ul style="list-style-type: none"> • A drivers license number • A California I.D.number, issued by the DMV • An alien registration number, or • An out of state numbered photo I.D. card.
8.	Enter the client’s case number in the space titled “Parent I.D.”
9.	Print your name in the certification area. You are certifying that the customer is eligible for child care.
10.	Sign and date the certification. Enter your work phone number.
11.	Give the provider the SCD 511. When the provider completes the TrustLine registration process, SCCOE will complete the bottom of the SCD 511 and email a copy to the designated staff person at Senter Road.
12.	The CWES designee at Senter Road will forward the copy to the IDM station and forward an email to staff.

27.7.2 “TrustLine Registry Application” (TLR 9163G)

The “TrustLine Registry Application” (TLR 9163G) has two sections (#6 and #13) that the EC must ensure is filled out. These sections must be completed before the packet is given to the client.

Section	Action
Section 6: Agency Information	
Program (subsidized programs only)	Mark appropriate program
Case No. (if applicable)	Enter appropriate information
Section 13: Resources & Referral/Alternative Payment Program	
Program	Mark appropriate program
Case No. (if applicable)	Enter appropriate information



Note:

Ensure that the TLR 9163G fields/boxes are pre-populated with the appropriate information.

27.7.3 “TrustLine Registry Application” (TLR 9163G)

The client is responsible to ensure that the provider completes two copies of the TLR 9163G. One copy goes to the Live Scan operator to electronically transmit the applicant informational data and keeps it for their records. After the prints are rolled, the provider must scan or take pictures of the application (SCD 511, second copy of TLR 9163G) and emails to SCCOE at trustlinescc@sccoe.org

27.7.4 “Checklist for TrustLine and Health and Safety Self-Certification” (SCD 533)

The EC is responsible for completing the “Checklist for TrustLine and Health and Safety Self-Certification” (SCD 533) and forwarding to the form to the IDM station. The purpose of the checklist is to help the worker avoid missing any critical steps in the TrustLine registration process.

27.7.5 “Important Notice - Child Care TrustLine Registry System” (SCD 514)

This notice is included with the packet and is used as a cover letter and overview of the TrustLine process. The form includes Live Scan locations in Santa Clara County, along with a web-link that

provides additional information.
[Refer to Live Scan Locations.](#)

27.7.6 “Health & Safety Checklist” (SCD 1178)

This checklist provides parents with a list of suggested questions to ask their child care provider to ensure that the home where care is to be provided is a safe and healthy place for their child(ren). There is no legal requirement for the provider to meet the health and safety items on this form. This form is not to be returned to the EC.

27.7.7 “TrustLine Informing Notice” (SCD 209)

The “TrustLine Informing Notice” (SCD 209) is a required form and is used to inform a client who indicates that he or she is considering using a license-exempt child care provider about the TrustLine requirements. The form must be signed by the client and the child care provider.

27.7.8 “Health & Safety Self-Certification” (CCP 4)

The “Health and Safety Self-Certification” (CCP 4) must be included with the TrustLine packet. This is a mandatory form to be completed by the client and child care provider indicating that Health and Safety requirements have been met. The CCP 4 must be signed by both the parent and the child care provider and **MUST** be returned to the EC within seven calendar days from the date the TrustLine packet is issued. This form must be on file **BEFORE** child care can be paid.



Note:

This form is not sent to TrustLine and is **ONLY** forwarded to the IDM station.

27.7.9 “Notification of Parental Choice with TrustLine Registration” (SCD 180)

The “Notification of Parental Choice with TrustLine Registration” (SCD 180) must be mailed/issued to the client at 30, 60, and 90 day intervals. This form notifies the client when 30, 60 or 90 days of the 120 day retroactive payment period has elapsed. It also reminds the parent of the option to choose another provider in case the provider of choice does **NOT** become TrustLine registered.

27.8 TrustLine Clearance

27.8.1 TrustLine Referral Completed

If all of the following criteria is met, the TrustLine applicant is granted TrustLine registration:

- A completed TrustLine application must have been received,
- A cleared status must be received from the Department of Justice (DOJ) indicating there is no criminal history, and
- The Child Abuse Central Index must show no substantial child abuse reports.

The following represents the notification process for TrustLine:

Step	Who	Action
1.	CDSS	<ul style="list-style-type: none"> • Transmits background check results to the Child Care Resources and Referral Network and the TrustLine applicant.
2.	Resources and Referral Network	<ul style="list-style-type: none"> • Notifies the local Child Care Resources and Referral Agency (SCCOE) the status of the TrustLine applicants background check.
3.	SCCOE	<ul style="list-style-type: none"> • Notifies A9P Designee of the TrustLine result by email.
4.	A9P Designee	<ul style="list-style-type: none"> • Sends the “Cleared TrustLine Provider” letter to IDM. • Registers and activates the provider in CalWIN. • Notifies assigned EC of background check result.
5.	EC	<ul style="list-style-type: none"> • Issues the approval and/or denial notice to the client depending on the outcome.

If the TrustLine application is denied, closed, revoked or reopened the A9P designee will send an email to the assigned case worker.

27.8.2 Incomplete Registration

If the DOJ cannot process the application or the fingerprints, they will return one or both to CWES for assistance. The DOJ may need clarification or a new set of fingerprints from the provider in order to complete the registration process. In this case the EC will have to start the TrustLine process again.

If the child care provider does not provide the requested information within 30 days of a request from DOJ, the application will be closed. The provider and the EC will be sent notification that the application is closed and the provider is not eligible to receive child care payments.

27.9 California Department of Justice

27.9.1 Background Check

The Department of Justice (DOJ) will complete a background check on the child care provider to ensure that she (or he) does not have disqualifying criminal convictions and/or record of substantiated child abuse. All reported misdemeanor and felony convictions in California appear on the California Criminal History System, which is checked by the DOJ. The background check averages 4-6 weeks to complete.

27.9.2 Disqualifying Convictions

There are 9 major crimes for which child care providers will receive a disqualification without the possibility of an appeal. They include:

- Sexual assault
- Cruel or unjustifiable punishment of a child
- Corporal punishment or injury inflicted upon a child
- Elder or dependent adult abuse
- Violent felonies

There are many other crimes plus substantiated child abuse for which an individual may be disqualified but can appeal.

27.9.3 Revoked TrustLine Registration

As the Criminal History System and Child Abuse Index are updated, the DOJ will conduct continual reviews of the registry and data bases to determine if a provider who is listed on the TrustLine Registry has had any subsequent convictions.

If there are subsequent disqualifying convictions, the provider's name will be removed from the TrustLine Registry. The provider and EC will be sent a notice that the provider has been removed from the registry. The SCCOE will also send an E-mail to the CWES Office Designee. Within 48 hours of the receipt of the letter, child care must be discontinued and a timely discontinuance NOA issued.

