

Community Care Licensing Division (CCLD)

TRUSTLINE BACKGROUND CHECKS



Caregiver Background Check Bureau

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2019 CAPPA CONFERENCE

Caregiver Background Check Bureau (CBCB)

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Criminal Record Exemptions

- Processed for more than 23 licensing programs, including Home Care services and Resource Family Approval programs.

TrustLine (TL) Program

- Process applications and background checks for CDSS and CDE subsidized programs, Ancillary Day Care Programs, Foster Care Mentors, and Volunteers.

CBCB

(continued)

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CBCB Staffing

- 45 Analysts
- 16 Clerical
- 1 OSSII
- 10 Managers
- 2 Asst. Bureau Chief
- 1 Bureau Chief

Fiscal Year 2018 - 2019

23,392 Live Scans

4,855 Rap Sheets

19,280 TL Applications



TL Statutory Requirements

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- ❖ Per H&S Code 1596.603, persons must submit fingerprints and a completed TrustLine application.
- ❖ If convicted of certain crimes, a criminal record exemption is necessary before an individual can be TrustLine Registered.
- ❖ Per H&S Code 1596.607 (a)(1), if the TrustLine applicant has been convicted of a crime the department shall deny the application, unless an exemption is granted.



TL Exemption Analysts

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- ❖ Review and process Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) RAP's.
- ❖ Review arrest and Child Abuse Index Check information (CACI).
 - CACI must be checked prior to granting a TrustLine application to care for children.
- ❖ Refer arrest-only cases for investigation, to the CCLD, Investigations Branch (IB).

Exemption Evaluation & Decision Process

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Things Analysts Consider:

- ❖ Type of crime committed
- ❖ Rehabilitation
- ❖ Length of time since last conviction
- ❖ Type of probation or parole
- ❖ Self disclosure statements (TLR 508)
- ❖ Character references
- ❖ Written verification of education, drug/alcohol treatment, or counseling



Processing Timeframes

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- ❖ Complete requests for exemptions must be provided within 45 days of the date on the letter.
- ❖ It may take CBCB up to 75 days to process the exemption.



Denials/Closures

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- ❖ If CBCB does not receive a response from the individual, the exemption case will be closed.
- ❖ If the exemption is denied, CBCB sends notification of the denial to the individual.
- ❖ The individual has 15 days to request an appeal.
- ❖ In addition, CBCB sends pending/cleared/closed status updates to the California Child Care Resource and Referral Network (CCCCRRN) three times per week.



Non-Exemptible Convictions

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- ❖ Currently, there are 60 non-exemptible crimes, including:
 - ❖ Murder
 - ❖ Mayhem
 - ❖ Torture
 - ❖ Kidnapping
- ❖ Individuals with non-exemptible conviction(s) cannot be approved for a criminal record exemption.
- ❖ All arrests for non-exemptible crimes must be investigated.

Investigation of Arrests

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- ❖ Arrest-only investigation is conducted for all non-exemptible and 3 additional serious crimes.
 - ❖ 245(A) (1) PC – Force/ADW Not Firearm: GBI Likely
 - ❖ 273ab – Willful Child Cruelty
 - ❖ 273.5(A) PC – Inflicting Corporal Injury on Spouse/Cohab
- ❖ The process is completed by Arrest Only Committee, comprised of CBCB, IB and Legal.
- ❖ The Arrest Only Committee determines if the “conduct” is substantiated to an administrative standard.

Investigation of CACI

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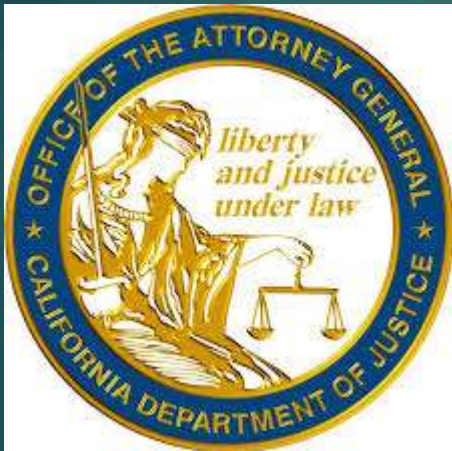
- ❖ CACI check must be done prior to granting a clearance or exemption for TrustLine, in order to be placed on the Registry.
- ❖ When a CACI possible match is received from the DOJ, CBCB will obtain a copy of the report from the Child Welfare Services/Case Management System (CWS/CMS) database and create a file for the analyst.
- ❖ After reviewing the report, the analyst may clear the case or refer the case to IB for further investigation, if they are unable to clear the conduct.

Mistaken Identity

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If the rap sheet contains incorrect information, the individual is informed to contact:

DOJ Records Department
(916) 227-3849



Background Check Information

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- ▶ The CCLD website is located at:
<https://cdss.ca.gov/inforesources/Community-Care-Licensing>
- ▶ Under “Quick Links”
 - ▶ Click on “Background Check Process”:
<https://www.cdss.ca.gov/inforesources/Community-Care/Caregiver-Background-Check/Background-Check-Process>



CBCB Contact Information

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Information:

1-888-422-5669 (VCC line)

Mailing Address:

Department of Social Services
Caregiver Background Check Bureau
744 P Street
PO Box 944243, MS T9-15-57
Sacramento, CA 95814