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GOVERNOR

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PIN 25-12-CCLD

TO: ALL CCLD LICENSEES AND PROVIDERS

FROM: ***Original signed by Kevin Gaines***
KEVIN GAINES, Deputy Director
Community Care Licensing Division

SUBJECT: **BACKGROUND CHECK APPROVAL REQUIREMENTS FOR
ELIGIBILITY TO WORK, RESIDE OR BE PRESENT IN A FACILITY,
ORGANIZATION, OR HOME**

Provider Information Notice (PIN) Summary

PIN 25-12-CCLD provides clarity on when an individual is eligible to work, reside, or be present in a licensed care facility, home care organization, or resource family home. This also applies to individuals on the Home Care Aide and Trustline Registries.

The Community Care Licensing Division (CCLD), Care Provider Management Branch (CPMB) conducts background checks as required by the California Health and Safety Code of individuals who have applied to work, reside, or be regularly present in a licensed facility, home care organization, Resource Family Home, or to be registered on the Home Care Aide and Trustline Registries. All individuals must be fingerprinted by a California Department of Justice (DOJ) approved vendor, using the [LIC 9163 – Request for Live Scan Service - CCLD](#). Please see [PIN 24-02-CCLD Updated Guardian Background & Check Best Practices](#) for step-by-step instructions. This PIN is a reminder that individuals are not eligible to work, reside, or be present in a licensed facility, home care organization, or Resource Family Home until they receive an official clearance or exemption notice from the California Department of Social Services (CDSS).

Since the implementation of Guardian, the CDSS's electronic background check data system in 2021, some licensees have expressed confusion between the clearance notice received in the mail from the California Department of Justice (DOJ) after an

individual submits their fingerprints to a live scan vendor, and the clearance/exemption approval letter received from the CDSS. The DOJ clearance letter is only **one** portion of the background check conducted by the CDSS and does **not** authorize the individual to work, reside, or be present in a licensed facility or Resource Family Home. The individual/licensee must wait to receive an official CDSS clearance or exemption letter approving their eligibility *before* working, residing or being present in the licensed facility, organization, or Resource Family Home.

[PIN 21-22-CCLD CPMB Customer Service Updates and Background Check Information](#) provides detailed information about the background check process and important Guardian related topics. This PIN explains how background checks are conducted, time frames, how to get access to Guardian, the importance of using Guardian, and many training links and resources.

If you have any questions regarding this PIN, please contact CPMB at 888-422-5669 or Guardian@dss.ca.gov for assistance. The Department will convey all new information through PINs. Please [sign up to be notified here](#) and visit the [Department's website](#) for the latest PINs.