



Presented for **CALA** by the Care Provider Management Bureau (CPMB)

# Welcome to the CPMB and Guardian Overview Webinar

- A pdf of this PowerPoint will be posted to the CALA website after the Webinar.
- There will be loads of information today so get ready to take notes!

# The Care Provider Management Bureau (CPMB)

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- Department of Social Services - Community Care Licensing Division
- Perform Background Checks
- Used to be Caregiver Background Check Bureau (CBCB) until January 2021
- Launched a new Background Check System on January 15, 2021
- New System is called Guardian



# Today's Agenda

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- Overview of Background Check Process
- Guardian Update
- Proper Order: The Application & Live Scan Form
- Preventing Duplicate IDs
- Resources



- ▶ License Applicants
- ▶ Non-Client Adults (residing in facility)
- ▶ Adult Employees
- ▶ Adult Volunteers
- ▶ TrustLine (applicants only)
- ▶ Adults Providing Care/Supervision (including personal caregivers hired by client)
- ▶ Home Care Aides
- ▶ Home Care Employees

# Who needs to be fingerprinted?

# Fingerprint Journey towards CPMB

DOJ

California Department of Justice

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- In State Arrest and Conviction Information

FBI

Federal Bureau of Investigations

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- Out of State Arrest and Conviction Information

CACI

Child Abuse Central Index

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- Name-based repository of child abuse investigation reports

# CPMB Background Checks go through an AARS (Administrative Action Records System) check.

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Defined: An Administrative Action is a Negative Action which results in the exclusion of an individual to work, reside or be present in a Community Care Licensed Agency.

## Where are Administrative Actions Originated?

- From an Exemption Denial
- From Investigation Results (Arrest-Only, CACI, Out of State CACI)
- From Information Share with Sister Agencies
- From a Regional Office for Conduct Inimical

DOJ/FBI/CACI  
Results Arrive at  
CPMB

AARS Check

CLEARED

ERROR  
BATCH

RAP  
RECEIVED

**Tip:**

If you receive a  
clearance letter from  
DOJ confirm the OCA#  
is your Facility number.



Department of Social Services

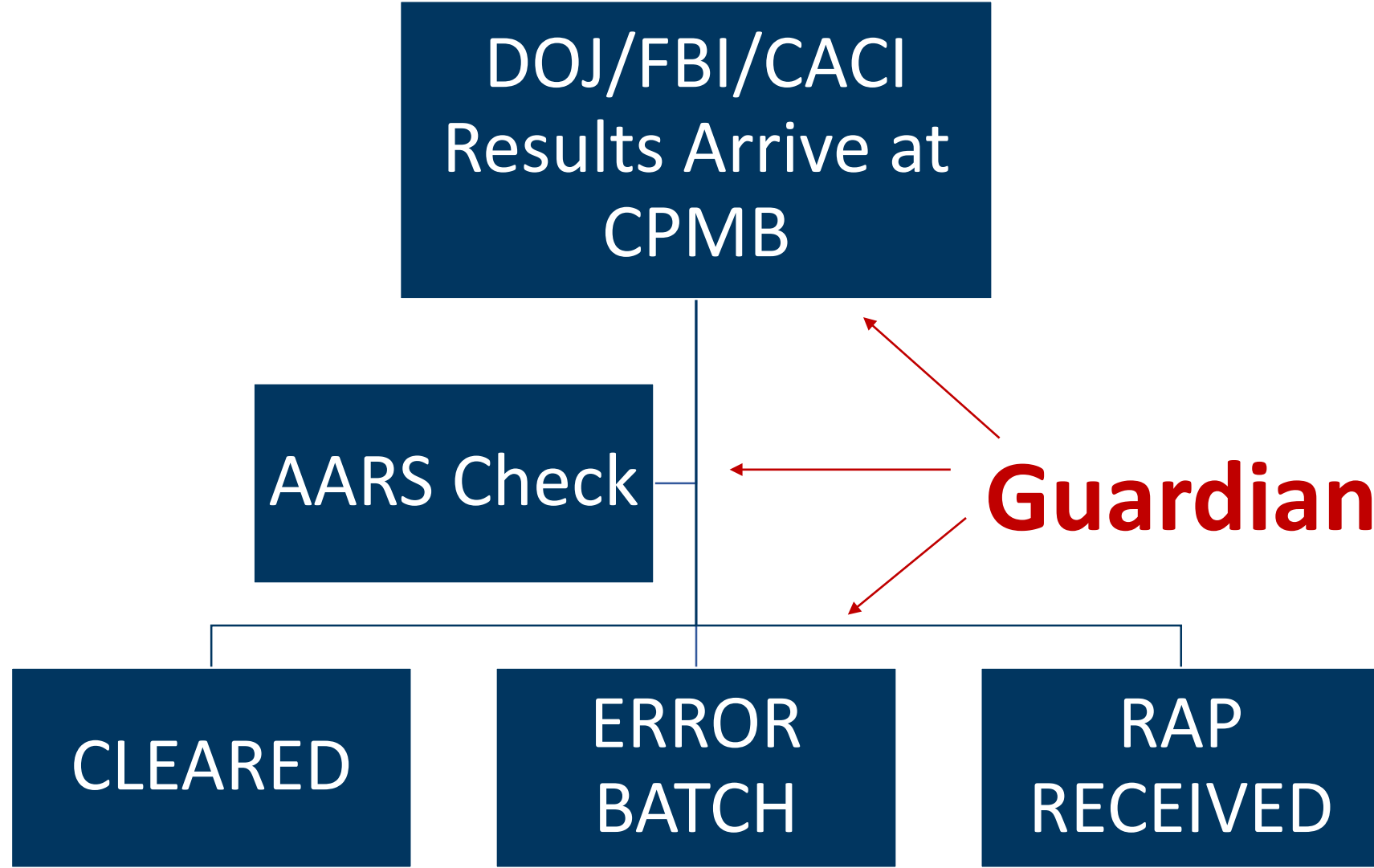
Guardian Background Check System



# Home of Guardian

Guardian is the Care Provider Management Bureau's new tool to ensure background checks are completed faster and more efficiently.







# Guardian Backlog

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- System implementation challenges
- Change in how cases are processed: case-based to task-based creating bottle necks
- Learning curve with stakeholders and internal staff within CPMB
- CPMB Staffing shortage
- Lack of available funding to continue with enhancements or further development of Guardian at this time



# Guardian Backlog Solutions

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- CPMB is working to procure a new contract that will allow future development.
- Working to fill vacancies
- Working to assess how we can create work arounds to address backlogs until they can be fixed in system
- As an example, we have worked with the vendor to pull a list of all cases that were in a state of processes when implementation occurred and put a taskforce together to place focused effort on those cases
- We have pulled data and plan to take the same approach for other areas where we know cases are bottle necking



# Customer Support Update

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- In order to balance workload some changes to our customer support have occurred
- Change to Current Phone Hours
  - Monday – Friday 8:00 a.m. – 12:00 p.m.
- Wait Times
  - Average Wait time has improved and is about 35 – 40 minutes
  - CPMB has all staff helping with this effort
- Email Responses
  - Responses are taking longer than desired
  - Overtime is being utilized to respond as quickly as possible
  - Have recruited help from CCLD partners in this area and hope to see a change in response time soon

Learning to use  
Guardian may take a  
few **hours** but the  
results can save you  
**months** of frustration!



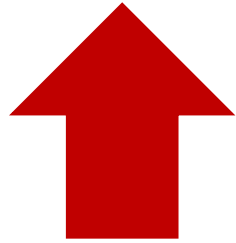


What are the **top 3 issues** in Guardian that, if **done correctly**, could **prevent most calls or emails** to CPMB?



# Proper Order: Application & Live Scan Form

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**# 1 Issue**



# Proper Order: Application & Live Scan Form

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## 3 Ways to Create an Application

- Applicant Initiated in Guardian
- Agency Initiated in Guardian
- Non-Guardian Initiated





# 1st Way to Create an Application

## Applicant Initiated in Guardian

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1. Agency provides the applicant with an Applicant Instruction Form which contains agency's PIN
2. Applicant enters their application information and submits
3. Agency retrieves applicant's application under Not Yet Submitted and can either resume or withdraw it
4. Agency resumes and submits application: receives confirmation
5. Agency and Applicant get a prepopulated Live Scan Form to use

Refer to [Agency User Guide](#) page 48 for step by step instruction

# 2nd Way to Create an Application

## Agency Initiated in Guardian

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1. Thorough person search, best if ask for applicant's Per ID (if person is found in Guardian, follow Connections in [Agency User Guide](#) page 80)
2. If applicant is not in Guardian: Add New Applicant (need their info)
3. Follow Steps in Guardian: a new Application will be created
4. Submit Application
5. A prepopulated Live Scan form will generate to use

Refer to [Agency User Guide](#) page 18 for step by step instruction

# 3rd Way to Create an Application

## Non-Guardian Initiated

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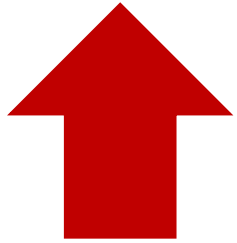
1. Fill out Live Scan Form
2. Applicant goes and prints
3. Applicant and Agency will get letter from CPMB: Wait for letter!
4. Applicant and Agency Follow instructions in letter on how to proceed



**Any Questions?**

# Preventing Duplicate IDs

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**# 2 Issue**



# Preventing Duplicate IDs

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## Agency

1. Perform thorough Person Search for an applicant: try three times using different identifiers and refresh screen
2. Make **SURE** the applicant is not already in Guardian before adding a new applicant

## Applicant

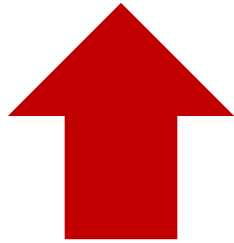
1. When creating an account in Guardian include a Background Check # or Social Security #
2. If the applicant logs into Guardian and doesn't see their previous applications, they should contact [GuardianLoginSupport@dss.ca.gov](mailto:GuardianLoginSupport@dss.ca.gov).





# Resources

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**#3 Issue**





# Resources

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## When Agencies Need Help:

- [New Guardian Agency User Guide – V2](#)
- [Frequently Asked Questions](#)
- [Guardian Web Page](#)
- CPMB Contact & Emails

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# Resources

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## Care Provider Management Bureau

744 P Street, MS T9-15-62  
Sacramento, CA 95814

Main Ph: (888) 422-5669  
Main Fax: (916) 754-4589



# Resources

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## Guardian@dss.ca.gov

- Case questions/status
- Account lock outs
- Guardian how to (ex: how to reset a password, how to add an applicant, how to transfer, etc.)
- Address update requests or corrections of profile (demographic) information for applicants (ex: spelling of names, correction of SSN, etc.)
- Live Scan/ Error Batch inquiries
- Written requests for removal of conditions
- Appeal Requests
- General Guardian questions

## GuardianLoginSupport@dss.ca.gov

- Account/profile creation
- Licensee User Access (LUA) forms
- Password issues
- Internal requests from CPMB staff



# Guardian Terminology Chart

<b>Guardian Term</b>	<b>Former Term(s)</b>
Agency	Licensed Facility, Home Care Organization, TrustLine Agency
Provider	Licensed Facility, Home Care Organization, TrustLine Agency
Connection	Transfer or Association
Connected	Associated to an Agency
Permanent	Associated to an Agency
Separated	Disassociated from an Agency
Eligible	Cleared to work, reside, or be present in agency/facility
Not-Eligible	Applicant is not eligible to work due to the result of a background check decision.



# Troubleshooting

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- If kicked out of Guardian after separating about 10 individuals from the Roster; refresh the page and start again. We are aware of the issue.
- If the 'determination in process' link is still timing out after spinning, please send a screen shot and your agency number to [GuardianLoginSupport@dss.ca.gov](mailto:GuardianLoginSupport@dss.ca.gov). The issue was recently resolved and shouldn't be an issue now.
- If your password is no longer valid . Create new password per instructions on screen. Refer to the [User Guide](#) starting on page 106. Email [GuardianLoginSupport@dss.ca.gov](mailto:GuardianLoginSupport@dss.ca.gov) .
- The long loading time of the website is an issue that is being worked on and has been improved just recently.
- When associating an individual to an agency and the drop-down section that lists employees is blank try clicking one extra time. This issue has recently been resolved. If the problem persists please send a screen shot and your agency number to [GuardianLoginSupport@dss.ca.gov](mailto:GuardianLoginSupport@dss.ca.gov).
- When creating an application for someone and the ERROR message appears when submitting, please reach out to [GuardianLoginSupport@dss.ca.gov](mailto:GuardianLoginSupport@dss.ca.gov) with screen shots. This issue was resolved recently.



Any Questions?



# Thank You

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Please complete our survey in Survey Monkey. The link is in the Chat Box.

## Have a Great Day!