

# SOLANO FAMILY & CHILDREN'S SERVICES

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## VERY IMPORTANT INFORMATION Regarding Subsidized Child Care Services

There has been a major change in California State Law that affects TrustLine providers.

### What is TrustLine?

- TrustLine is a mandatory background check that is required of all subsidized child care providers who are not licensed to do child care, and are not the child's aunt, uncle, or grandparent. Once the provider is "cleared", he/she is TrustLine Registered, and may be eligible to receive payments from state/federally funded programs like Solano Family & Children's Services (SFCS).

### What is an Eligible Provider?

- An "eligible" provider is someone who meets one of the following criteria:
  - a. Licensed to provide child care services (Center-based program or Family Day Care Home);
  - b. License-exempt **and** TrustLine-exempt (the child's aunt, uncle, or grandparent, and some center-based programs);
  - c. TrustLine Registered.

### Will the Parent's Application be Approved or Denied if they **Do Not** Choose an Eligible Provider?

- **Stage 1 (CDSS) ONLY:** If the parent meets all other Eligibility and Need criteria, and he/she wants to use a provider who needs to be TrustLined, we MAY approve the application, but the parent runs a high risk of having to pay for child care out of their own pocket (see below for more details). The provider in this case runs the risk of NOT getting paid for child care services provided.
- **Stages 2 & 3 and CAPP ONLY:** Even when the parent meets all other Eligibility and Need criteria, and he/she wants to use a provider who needs to be TrustLined, we will **DENY** the application if the parent does not choose an **eligible provider** within 25 days of the application date.

### TrustLine Regulations for Stage 1 (CDSS) Clients ONLY:

1. All new TrustLine applicants (after February 1, 2008) must be **TrustLine Registered before we can start issuing payments** for any child care services provided to children on our program. SFCS must have notification of TrustLine Registration on hand before we can issue payments.
  - a. Providers who currently receive payment from SFCS will be subject to this new law if their participation on the program is terminated by SFCS.
2. Once the provider clears TrustLine and is registered, we can only pay up to the first 120 calendar days of child care. If the provider is cleared and registered more than 120 days after he/she started providing child care, we can only pay for the first 120 calendar days, and the parent will be responsible for paying from the 121<sup>st</sup> day until the day the provider is registered. SFCS may pick up payment again starting the day the provider is "registered".
  - a. Example: The parent starts using a friend to provide child care on February 1; the provider has a questionable criminal background and it takes the Department of Social Services 180 days (July 29) to "clear" and "register" the provider. In this case, SFCS can only pay the first 120 days of child care (from February 1 through May 30). The parent will need to pay the provider from May 31 – July 28 from their own money. Because the provider gets registered on July 29, SFCS can start paying the provider from that date forward again.

## TrustLine Regulations for CAPP and CalWORKs Stages 2 & 3 (C2AP, C3AP) Clients ONLY:

1. All new TrustLine applicants (after March 1, 2008) must be **TrustLine Registered before they are considered eligible to get paid by SFCS** for any child care services provided to children on our program. SFCS must have notification of TrustLine Registration on hand before we agree to start payments.
  - a. Providers who currently receive payment from SFCS will be subject to this new law if their participation on the program is terminated by SFCS, and the provider chooses to participate again in the future.
2. The date the provider clears TrustLine and is registered, is the first day that he/she is eligible to start getting paid for child care services. If the provider cared for the child before the date of clearance, the parent is responsible for that payment, not SFCS.
  - a. Example: An enrolled parent starts using a friend to provide child care on March 1, and the friend is not an “eligible” provider. The friend (provider) follows through with everything required by SFCS, and she is TrustLine Registered on March 25, 2008. As long as the parent and provider meet all the eligibility and need requirements for participation in our program, we can start paying the provider for services as of March 25, 2008. The care provided from March 1 through March 24, 2008 is to be **paid by the parent, NOT SFCS.**

### All Parents & Providers:

If the provider’s TrustLine application is **denied** or **closed**, SFCS **cannot** pay the provider for **any** care, and the **parent** will be responsible for **all** fees owed to the provider. This includes the care that was already provided.

A provider’s TrustLine application can be closed for many reasons, including, but not limited to:

- The provider moving and not reporting the change of address to the TrustLine Registry;
- The provider not following through with written requests by the TrustLine Registry or the Department of Justice;
- The provider’s fingerprints being rejected and the provider failing to submit additional prints.

A TrustLine applicant can be denied for any type of conviction besides traffic violations.

A provider’s TrustLine application will be denied if he/she has been convicted of certain non-exemptible, serious felonies, including, but not limited to the following:

Assault	Murder or Attempted Murder
Crimes Against Children	Robbery or Arson
Elder Abuse	Sexual Assault
Gang-Related Crimes	Voluntary Manslaughter

Because of the tight timelines created by this new law, parents must plan ahead if they want to use a provider who requires TrustLine Registration.

**Due to the risk of the provider NOT getting paid for services, parents should seriously consider using an eligible provider until their provider of choice is granted TrustLine Registration. Parents can call the Resource & Referral Department at (707) 863-3950, Ext. 709 for a list of eligible child care facilities.**

For further assistance in these matters, please contact your case manager at SFCS.