

TrustLine Registry

Overview

TrustLine is the California registry of in-home and license-exempt child care providers (babysitters and nannies) who have passed a background screening. TrustLine was created by the California Legislature to give parents an important tool to use when selecting a caregiver for their children. It is the only authorized screening program of in-home and license-exempt caregivers in the state with access to fingerprint records at the California Department of Justice (DOJ) and the FBI and access to California’s Child Abuse Central Index. TrustLine is endorsed by the California Academy of Pediatrics.

The California Department of Social Services, the California Child Care Resource and Referral Network, and local Child Care Resource and Referral Programs administer this statewide program. In California, license-exempt providers who receive a state or federal child care subsidy, except grandparents, aunts, and uncles, are required by law to register with TrustLine. Additionally, nanny agencies, ancillary child care centers (i.e. child care provided at health clubs), and transport escort services (businesses that transport troubled youth to out-of-state boot camps) are also required by law to use TrustLine. Further, the California Public Utilities Commission requires on-call transportation companies that transport unaccompanied children to register their drivers on TrustLine as well.

Benefits of Program

The TrustLine background check protects children from being cared for by individuals with previous criminal and child abuse histories. In addition, it prevents individuals with criminal and child abuse histories from being paid to provide child care through state and federal child care subsidy funds.

Results

There were 17,510 TrustLine applications submitted in the 2017-18 fiscal year. Eight percent of the applications were closed due to criminal or child abuse histories. Included in the 8% of closed applications, were 46 applicants to TrustLine that had non-exemptible criminal histories. Non-exemptible criminal histories per statute include 60 felony conviction categories and include crimes such as murder, kidnapping, and those that require the individual to register as a sex offender. In the 2017 - 18 fiscal year, there were 17,068 calls to the TrustLine toll-free number.

TrustLine Statistics 2017-18 Fiscal Year

(As of December 28, 2018)

Status of Applicant	Number of Applicants	Percentage
Registered (Cleared)	15,436	88%
Pending (In-process)	463	3%
Closed (criminal history or child abuse)	1,373	8%
Closed (fingerprint reject, incomplete application, etc.)	238	1%
TOTALS	17,510	100%

Number of Applicants by Original Child Care Program

Child Care Program	Number of Applicants	Percentage
CDSS – Stage 1	5,242	30%
CDE Subsidy Programs	2,674	15%
Nannies, Nanny Agencies, on-call transportation services, and others	6,287	36%
Ancillary Child Care Centers	2,988	17%
Program Unknown	319	2%
TOTAL	17,510	100%