



TrustLine Update March 18, 2020

Response to the Covid-19 Emergency Situation

All TrustLine Fees Waived Until Further Notice for ALL Applicant Types

By direction of the California Department of Social Services and because of the need to fingerprint clear license-exempt child care providers as quickly and as efficiently as possible to meet the evolving child care needs created by the response to the Covid-19 emergency, beginning today, March 18, 2020, and until further notice ALL TrustLine applications should be submitted through the TrustLine Web-based Application (TWA) process and all state fees will be waived. While mailed applications will continue to be accepted, we recommend using the TWA system to expedite the process.

Use the TLR 1 Application form for ALL TrustLine Applicants

All TrustLine applications should be submitted using the TLR 1 Subsidized Application form. This includes Foster Care Bridge applicants and all fee-paying applicants that until this time have used the TLR 2 (R&R staff, nanny agencies, transportation services, etc.), or TLR 4 Ancillary Child Care application forms. The other forms that should be used include the TLR 508 Criminal Record Statement – the same form as usual – and the TLR 9163 Live Scan form, if the individual is being printed at a law enforcement location. For the Payment Program (funding) field with the choices of Stage 1, Stage 2, Stage 3, CCDBGAPP and GFAPP, for any applicants that would typically be using the TLR 2 or 4 form, select the CCDBGAPP option.

Use the Billing Code to Waive the DOJ Fee

To clarify, no DOJ fees will be charged to the applicant at the Live Scan site as long as the TLR 1 application form is used with the Billing Code number of 100126 included in the Billing Code field in Box 15 on the TLR 1 form or in the Misc. No. – Agency Billing Number field in Box 4 of the TLR 9163 form. And, no check is required to be sent to CDSS with the TrustLine application form for any TrustLine applications during this emergency situation.

Reimbursement for Fingerprinting Fees

Fingerprinting/scanning costs will still be charged by the Live Scan site. However, R&R/AP programs that choose to pay the fingerprinting costs on behalf of applicants, may request reimbursement of these costs – up to \$25.00 for fingerprinting and \$5.00 for application data entry on the TrustLine Web-based Application – from the California Child Care Resource and Referral Network (Network) office. Local R&R/AP programs may contract with the Live Scan

vendor or provide reimbursement to the applicant. There are a number of agencies that already request reimbursement from the Network for fingerprinting and data entry costs and they should continue on as usual. If your agency does not currently provide this service and wants to begin doing so, please contact Cindy Mall at the Network office, cmall@rrnetwork.org or 415-494-4642 for instructions and next steps.

Accessing the TrustLine Web-based Application System

If you are already entering TrustLine applications on the TWA system, continue to do so. If you are not yet accessing the TWA system, please contact Nick O'Dowd, 415-494-4644 or nodowd@rrnetwork.org or Cindy Mall, 415-494-4642 or cmall@rrnetwork.org and provide the staff members' email addresses of the individuals in your agency that will be entering the applications and we will set up a profile for them to access the TWA system.

Questions

This, like many things these days, is a fluid situation and as things evolve, we will continue to communicate with you. Please contact Cindy Mall or Nick O'Dowd for any TrustLine questions you may have.

Stay healthy! Be well! Breathe!