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 & 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 and ancillary child care centers (i.e. child care provided at health clubs) are also required by law to use TrustLine.
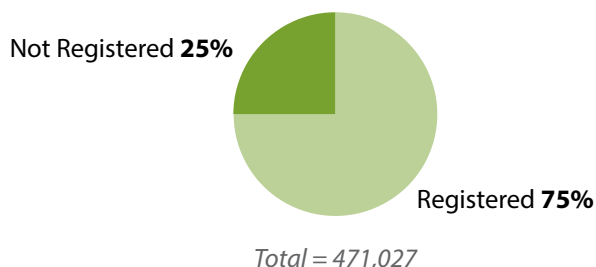
Benefits

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.

Opportunities

TrustLine has operated the same way for over 30 years. In order for an individual to apply to the registry, they must submit an application and payment by mail. Furthermore, they must call for their results or wait for them to arrive in the mail. This adds on days to weeks in the background check process, preventing applicants from being paid if they are participating in the subsidy program, or from starting their job at companies like 24 Hour Fitness, Hop Skip Drive, or after school programs. Improved technology is needed to allow for online applications and payment, to ensure people get paid for their work in a timely manner, people are able to start their new jobs in a timely manner, and most importantly, children are kept safe.

TrustLine Applicants 1987-2018

Not Registered **25%**

Registered **75%**

Total = 471,027

Reasons for non-registered applicants

Pending **7%**

Closed - Criminal / Child Abuse History **73%**

Closed - Fingerprint reject, incomplete application, etc. **20%**

Total = 115,691