

Important TrustLine Information

What is TrustLine?

TrustLine is a mandatory background check that is required of all child care providers who are not licensed and are not related to the child as an aunt, uncle or grandparent. TrustLine is managed by the State and the California Child Care Resource and Referral Network, not DHA.

How long will it take for my provider to be registered with TrustLine?

The TrustLine process can take as little as a few weeks to as long as a year or more depending on the circumstances. If it takes more than 120 calendar days for your provider to receive TrustLine clearance, we can only pay for the first 120 calendar days of child care provided.

My provider completed the fingerprinting and TrustLine application. Can my provider be paid for care while we wait for confirmation?

No. DHA's CCPU can make no payments to your provider until the application is processed, and we receive confirmation that your provider is TrustLine approved and registered.

When should I tell my worker I need care?

As soon as possible! Child care approval can only be made up to 30 days back from the date you requested child care. If you wait to tell your worker, we may not be able to cover all of the child care you used.

What if my provider has been convicted of a crime?

Provider may be denied TrustLine for the conviction of violent crimes, crimes against children, or other convictions. Questions about TrustLine approval or denial should be directed to TrustLine at trustline.org or 800-822-8490. DHA cannot answer questions about TrustLine denials, as denial reasons are confidential.



Have Stage One Child Care questions?

Contact the
Sacramento County
Department of Human Assistance
Stage One Child Care
Processing Unit at

(916) 874-6000

or

dha-child-care-provider-clients@saccounty.gov



Stage One Child Care Benefits for CalWORKs families



Learn about:

- **Getting Started with a Stage One Child Care case**
- **Finding and Selecting a Child Care Provider**
- **Important TrustLine Information**

Getting Started

At your intake appointment, renewal or WTW appointment you were given a CalWORKs Stage One Child Care Request Form (CCP1007_34F). To request Child Care, complete and return this form or call your worker to tell them that you need help paying for child care in order to work or attend your county-approved activity.

Once you have requested child care and have shown your child care need, your worker will send a referral for you to the Department of Human Assistance (DHA) Stage One Child Care Processing Unit (CCPU) authorizing you for Stage One Child Care. You will be sent a Stage One Client Assessment Packet to complete. You must complete and return this packet within 10 days from the mail date. The provider that you picked will also be scheduled for an enrollment appointment and orientation.

Once your Child Care worker at CCPU receives your packet, you might get a call to complete a phone assessment if the worker still has questions. Please allow 30-45 minutes for this call. After you complete your packet, your phone assessment, and your provider completes their enrollment and orientation, your child care request will be approved.



Finding and Choosing a Child Care Provider

If you do not have a child care provider and need help finding one, call the Resource and Referral line at (916) 369-0191 or go to www.childaction.org. Services are available in English, Spanish, or Russian for all CalWORKs recipients.

You should take time to get to know possible providers. Set up time to visit them so you can consider the physical and emotional environment, health and safety, activities and structure, discipline policies, communication, and staffing of the provider.

You have choices when selecting a child care provider. You can pick:

▲ **A licensed center or family child care home.**

These child care providers are licensed by the State of California and have training on first aid, CPR, nutrition, and early childhood education. Some providers are even open nights and weekends if you need these hours. **If you need help finding a licensed center or family child care home in your area or for your hours, use the Resource and Referral line!**

▲ **An eligible licensed-exempt provider.** This is someone who cares only for your children and their children or who is a relative (aunt, uncle, or grandparent by blood, marriage or legal order).

- Provider must have a valid Identification Card, Social Security Card, be a legal U.S. resident, and complete a TB test.
- If provider is listed as a relative, legal proof of relationship must be turned in at enrollment. If no proof of relationship is turned in the provider must pass a TrustLine background check.

You must have a provider before you return the Stage One Client Assessment packet. We cannot complete your phone assessment without a child care provider.

Once your phone assessment is complete and you are approved for child care, you will be required to document your child care hours every day by completing a Request for Reimbursement form (CCP 2145). You will get this form every month by mail. Once the form is completed by you and your provider, signed, and dated on the last day of care for the month, it should be mailed to:



**Department of Human Assistance
PO BOX 487 SACRAMENTO,
CA 95812-9874**

Once the form is received complete, payment will be made to your provider within 21 days. The amount paid is based on the type of provider used, the age of the child, and the number of care hours approved.