

**Q&A from CALA Guardian Webinar  
February 2, 2022**

**Guardian Support/Technical:**

1. The Guardian website takes a long time to populate and a long wait to go from screen to screen on the roster. When I email Guardian, it takes over a week for a response.
  - a. Since Guardian is a relatively new system, CDSS is still working on eliminating its flaws. There have been a lot of slow downs for users and internal staff which CDSS is working on fixing. If you continue to email CDSS and not get a response, reach out to your Regional Office and LPA to get assistance.
  
2. Why does it take a long time even months for an exemption to be approved even though all the information needed was already uploaded in Guardian?
  - a. The background check process often requires CDSS to work with local law enforcement agencies to clear applicants for work. Local law enforcement agencies are suffering from staffing shortages and doing their best to expedite clearance processes. CDSS is working to expedite the process.
  
3. What do you do if you're having log in issues and can't get ahold of CDSS via email or phone?
  - a. The best way to get in contact with CDSS is via email, even if it may take time to get a response. For log in support help, please email the CDSS log in support email, [guardianloginsupport@dss.ca.gov](mailto:guardianloginsupport@dss.ca.gov). They can help assist you with troubleshooting any log in/access issues you may be experiencing.
  
4. Is there a support phone number for Guardian?
  - a. The CPMB Customer Service Phone Number is 888-422-5669. The phone lines are open Monday - Friday, 8am - 12pm. As noted above, the best way to contact CDSS is via email.
  
5. I applied for access for my community (Administrator) a couple of months ago, but still haven't received access. Why does it take so long?
  - a. When you submit your Licensee User Access (LUA) form, it is important to double or even triple check that all the information is filled out and correct. If a signature or piece of information is missing, the process for gaining access will be delayed. Be sure that you have sent the completed and signed LUA form to [guardianloginsupport@dss.ca.gov](mailto:guardianloginsupport@dss.ca.gov). If you have any additional questions or have run into more problems, give CDSS a call at 888-422-5669 or email [guardianloginsupport@dss.ca.gov](mailto:guardianloginsupport@dss.ca.gov).
  
6. Can you please provide the information needed to grant user access to Guardian?
  - a. The LUA form may be accessed on the Guardian webpage, <https://www.cdss.ca.gov/inforesources/cdss-programs/community-care-licensing/caregiver-background-check/guardian>. The form is located towards the bottom of the page, and can be submitted via email, fax or mail. All submittal options are listed on the form itself.

7. What is the best way to add a new applicant so they will have Admin access?
  - a. The Agency User Guide - Adding Users to an Existing Guardian account, page 101 explains the different access levels you can assign to another user of your agency's account. Here is the link to the Agency User Guide: <https://www.cdss.ca.gov/Portals/9/Additional-Resources/Guardian/Licensing%20and%20HCO%20Agency%20User%20Guide-%20Accessible%20Version.pdf?ver=2021-10-06-094151-260>
8. How many people from a company can have access to Guardian?
  - a. There is no limit on how many people a company can grant access to Guardian. The company can grant access through its portal to any user or staff member so they can view any and all clearance information online.
9. Will there be a problem if I am using the same email for a community and the same email for my personal account.
  - a. It is not problematic. However, you will have two different URLs and two different usernames. Once you get access to your agency account, you will be assigned a new username.
10. According to CDSS, after submitting a LUA for a community that is opening soon and receiving access to Guardian, you can't associate employees to the community yet. Is this correct?
  - a. If your facility has a profile in Guardian, with a pending license status, you should still be able to associate applicants to the facility prior to licensure.
11. If a new community has been granted access to Guardian from its LPA but the licensee has created an individual account, not a community account, will that cause issues?
  - a. The Guardian Login Support team can make your username for the agency different than your email address to allow you to have access to both your own applicant profile and your agency profile. The two URLs are different for applicant and agency (admin) access so just be cautious when you get access you are using the correct login username/password and URL.
12. What should you do if Guardian doesn't allow you to have more than one person access the system at the same time?
  - a. Reach out to Guardian's login support team at [Guardianloginsupport@dss.ca.gov](mailto:Guardianloginsupport@dss.ca.gov) for assistance.
13. Who fixes an error batch? The agency or Guardian?
  - a. CPMB staff will need to fix error batch issues. There are ways to avoid error batch issues such as ensuring applicants are utilizing the Live Scan form Guardian generates (when fingerprints are needed), ensuring the Live Scan vendor enters the correct facility/agency number when submitting fingerprints, and completing the application in Guardian before sending an application to obtain Live Scan services.

14. What happens if applicants are showing “in process” under their association status for 2-3 weeks and no additional information is given? The “in process” status has remained the same even after the LIC 508 has been submitted. What is the process to follow up on this problem?
  - a. There is not much that can be done by the community besides reaching out the CDSS. If it has been more than 30 days since “in process” has appeared, reach out to CDSS (via email at [Guardian@dss.ca.gov](mailto:Guardian@dss.ca.gov) or phone at 888-422-5669 from 8 a.m. to 12 p.m.) and your Regional Office. Continue working with CDSS until the status has changed. CDSS is working on streamlining this process and ensuring that it is easier for users to contact CDSS, view the status of an application, and ask questions.
  
15. Is there a way to view if additional documentation and information is needed for an individual to be cleared in Guardian?
  - a. In short, there is no easy way for Guardian to let the user know what, if any, additional documentation is needed for an applicant to be cleared. However, if Guardian tells an applicant to fill out a specific form to get an exemption, gather that information and submit it in a timely manner. The faster the form is submitted to CDSS, the faster an applicant can be cleared.

### **Transferring Clearance/Exemptions:**

1. How can a background clearance be transferred? Is fingerprinting required for a transfer?
  - a. You can send the LIC 9188 (Exemption Transfer Request) or LIC 9182 (Clearance Transfer Request) to your Regional Office or CPMB for processing to transfer a background clearance from community to community. If the applicant has a valid clearance or exemption, fingerprints will not typically be needed. The steps to process a transfer in Guardian are also included in the Agency User Guide, with step-by-step instructions.
    - i. Find information on transfers in the [Guardian User Guide for Licensing and Home Care Agencies](#), starting on page 80. The process is the same, whether the individual has a clearance or an exemption. When transferring someone from a facility you do not have access to (out-of-network), walk through the application process and on the final page, you'll either have transferred or be prompted to submit new fingerprints.
  
2. It often happens that applicants work at other agencies, such as Home Health or Assisted Living communities, and have already been cleared through Guardian with a Personal ID # (PER ID). Most of the time, applicants don't remember their PER ID and don't know how to go about getting it. How should applicants get their PER ID?
  - a. CDSS issues each applicant a PER ID to track their applications and clearance status. The PER ID can be used to transfer applicants from community to community. If an applicant doesn't know their PER ID, please contact your Regional Office to obtain that number.
  
3. If an applicant has active fingerprints in Guardian, do they still need to get their fingerprints redone? It seems that the application sits indefinitely during a transfer, is there a better way to handle this without a prolonged wait?
  - a. If the fingerprints are active in Guardian, the new application should "connect" or automatically transfer to the previous fingerprints. However, if Guardian requests new fingerprints/creates a new Live Scan form, the applicants' fingerprints may be inactive. If your agency believes the applicant's fingerprints should be active, you can email our customer service team to confirm.

4. If an applicant was associated with another facility, do they have to get new fingerprints if the old fingerprints are older than 6 months?
  - a. If the fingerprints are active in Guardian, the new application should "connect" or automatically transfer to the previous fingerprints regardless of how long the fingerprints have been active.
5. What happens if an applicant's transfer request is submitted but there is no response from CDSS?
  - a. When a transfer request is submitted to CDSS it either goes to a Regional Office or CPMB. Depending on where it is sent, follow up with that respective office. If the applicant has already been cleared and is in Guardian, the applicant can begin working immediately. Those with exemptions cannot work until CDSS has given a response.
6. What do I do if an applicant is already in the Guardian system? Do I have to resubmit their application via Guardian or request a transfer? If I am able to transfer an applicant to my community, do I do this via the website, or can it only be done via mail or fax?
  - a. If an applicant is already in the Guardian system, they can be transferred to your community online through the Guardian portal. The individual who is being transferred must be cleared for employment, have passed all background checks, and be in the Guardian system. To transfer an individual to your community, you will log into the Guardian website and associate the individual with your community, and they can begin working immediately if they are already cleared. See 1 above regarding the process for exemption transfers.
7. In the past, an applicant can work while waiting for an exemption as long as all documents have been submitted, is this correct? With the staffing shortages, it would be beneficial to have this be the case.
  - a. If the individual is an existing applicant who is transferring from another community and has a recent, nonviolent, record, they can work while waiting for clearance. However, if the applicant is a new, unregistered applicant, they are unable to work while waiting for clearance.
8. If an applicant has a DUI with no injuries involved in the incident and is waiting for an exemption, can they work while waiting for clearance?
  - a. If the applicant is a new employee waiting for clearance, they are unable to work while waiting for clearance. However, if the applicant is a transfer from another community, they can work while waiting for clearance.

**General:**

1. Can we have a copy of these slides - or a similar written step-by-step direction?
  - a. Step by Step instructions are included in the Agency User guide. We have provided the link to the Agency user guide in the chat box. The link is available here:  
<https://www.cdss.ca.gov/Portals/9/Additional-Resources/Guardian/Licensing%20and%20HCO%20Agency%20User%20Guide-%20Accessible%20Version.pdf?ver=2021-10-06-094151-260>
2. Why does the fingerprinting application and approval disregard the position the applicant applied for? For example, if an applicant wants to work as wait staff and must go through the exemption process because they had a DUI years ago
  - a. Regardless of the individual's position, we are statutorily required to complete a comprehensive background check for staff.

3. The background check clearance process is long and slow, what can be done to accelerate and expedite the process?
  - a. The best way to ensure that the background check process is done quickly and get staff in your community is to double and triple check all the forms you submit to CDSS. If all the information is correctly filled out, signed, and input into the forms, it should expedite the process of clearance. If you haven't heard from CDSS about clearance, reach out to the helpline and email ([Guardian@dss.ca.gov](mailto:Guardian@dss.ca.gov) or phone at 888-422-5669 from 8 a.m. to 12 p.m.) to check on the status of the employee's clearance. The most effective way to expedite employee clearance is to ensure that all forms are filled out correctly and signed.
  
4. Why does it take so long to get background check results? Is there a way to expedite the background check process?
  - a. CDSS works with local law enforcement agencies, as needed, to clear individuals who have applied for a background check. The best way to expedite the background check process is to ensure all forms are filled out correctly and signed at the right places. It is also best to double check that all the information on each form is the same so that Guardian doesn't run into any issues. Another issue that Guardian may catch is if an applicant submits more than one application with similar names. If this happens, Guardian must have an individual manually crosscheck the application which extends the clearance process.
  
5. If an individual receives an electronic Guardian clearance, do they need to wait for clearance in the mail, or is the electronic Guardian clearance acceptable to use?
  - a. Yes, the electronic clearance is acceptable. If an applicant receives an electronic clearance, they are eligible to work immediately.

...

Questions? Contact [Selena Coppi Hornback](#).

For more information on this topic visit the [Guardian website](#).