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September 21, 2022

PIN 22-07-CCLD

TO: ALL CCLD FACILITY LICENSEES AND PROVIDERS

FROM: *Original signed by Kevin Gaines*
KEVIN GAINES
Deputy Director
Community Care Licensing Division

SUBJECT: **GUARDIAN WEBINAR FOR LICENSEES AND PROVIDERS**

Provider Information Notice (PIN) Summary

PIN 22-07-CCLD announces a live Guardian webinar for all providers on September 28, 2022, from 10:00 AM - 11:30 AM.

The Community Care Licensing Division's (CCLD) Care Provider Management Bureau (CPMB) is pleased to announce a live webinar to provide general information and training on the CCLD's background check data system, Guardian. The webinar includes the following topics:

- How to sign up to use Guardian
- How to start the background check process in Guardian
- Video demonstrations on Guardian
- Guardian roster tips
- Resources
- Question and answer session

The live webinar will take place on September 28, 2022 from 10:00 AM – 11:30 AM Pacific Time (US and Canada) via **Zoom**. Please click the link to join the webinar:
<https://us02web.zoom.us/j/83831390198>

Using the Zoom Platform and Help Center

Please use the Zoom link to access the meeting. A Zoom account is not required if you join the meeting as a participant. You can also join [a test meeting](#) to familiarize yourself with the Zoom platform. You may also access the Zoom Help Center for [Frequently Asked Questions](#).

ADDITIONAL INFORMATION AND RESOURCES

Guardian resources are available online and include a helpful [Guardian User Guide for Licensing and Home Care Agencies](#) and instructional videos. Refer to the Guardian section of the [CPMB website](#) in the “Guardian for Agencies” expandable blue box. The [Frequently Asked Questions](#) section also contains valuable Guardian information.

To sign up for Guardian please complete a [Licensee User Account Access Form](#) (LIC 9277LUA) and email to GuardianLoginSupport@dss.ca.gov. If you have already submitted your Licensee User Account Access form, please do not submit another copy as your form is being processed in the order received.

If a **new** or **additional** license or facility number needs to be added to an **existing** Guardian user account, please complete a Licensee User Account Access form and submit to GuardianLoginSupport@dss.ca.gov.

If you have any additional questions regarding Guardian, please refer to the [CPMB's Guardian website](#) which contains answers to most questions. If your question is not addressed there, you may contact the CPMB at Guardian@dss.ca.gov or at 1-888-422-5669 (live operators available 8:00 AM – 12:00 PM Monday – Friday).