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GAVIN NEWSOM  
GOVERNOR

November 08, 2022

PIN 22-09-CCLD

TO: ALL CCLD FACILITY LICENSEES AND PROVIDERS  
*Original signed by Kevin Gaines*  
FROM: KEVIN GAINES

Deputy Director  
Community Care Licensing Division

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

**Provider Information Notice (PIN) Summary**

PIN 22-09-CCLD announces its second live Guardian webinar for all providers on November 15, 2022, from 10:00 AM - 11:30 AM.

The Community Care Licensing Division's (CCLD) Care Provider Management Bureau (CPMB) is pleased to announce another live webinar to provide general information and training on the CCLD's Guardian background check data system. This is a repeat of the September 28, 2022 presentation and is intended for providers who could not attend. 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

Here is a link to the [Provider Webinar PowerPoint](#) that will be shared on November 15, 2022. We strongly encourage you to look at our new flyer titled: [How to Start a Background Check](#), which includes an [informational video](#) on the same topic.

To assist with answering questions appropriately, CPMB requests attendees include the abbreviated initials of your agency's program in addition to your Zoom display name. For example: Jane Doe – CR or John Doe – ASC. You may edit your Zoom display name prior to entering the webinar or edit your name after you have joined.

Add the following abbreviations to your name to reflect your program:

ASC - Adult and Senior Care Program

CC - Child Care Program

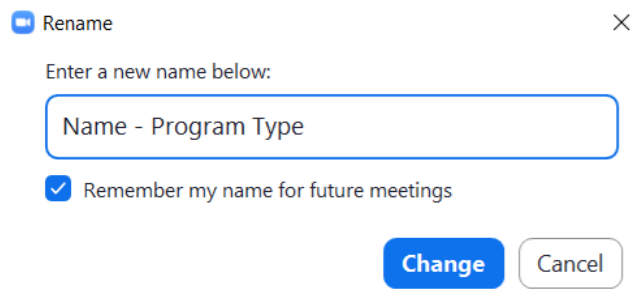
CR – Children's Residential

TLR – TrustLine

HCS – Home Care Services

### How to edit your Zoom display name:

1. After joining the meeting, select the "Participants" button at the bottom of the Zoom meeting window.
2. A list of participants in the meeting should appear on the right side of the window. Use your mouse to hover over the three dots near your name, then select **Rename**.
3. A text box will appear containing your current name. Delete it and enter your new display name, including the appropriate program type outlined above.
4. Select **Change** to save the edits.



Rename

Enter a new name below:

Name - Program Type

☒ Remember my name for future meetings

Change Cancel

CPMB will be using the Q&A upvoting feature and asks that if you see a question resembling your question, please use the thumbs up feature instead of submitting your question.

You are invited to a Zoom webinar.

When: Nov 15, 2022 10:00 AM Pacific Time (US and Canada)

Topic: CPMB Webinar

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/87406798001>

### **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 Zoom Meeting as a participant. You can also join [a test meeting](#) to familiarize yourself with Zoom.

ZOOM Help Center - [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](mailto: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](mailto: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](mailto:Guardian@dss.ca.gov) or at 1-888-422-5669 (live operators available 8:00 AM – 12:00 PM Monday – Friday).