



KIM JOHNSON
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

August 8, 2023

PIN 23-15-ASC

TO: ALL ADULT AND SENIOR CARE PROGRAM LICENSEES

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

SUBJECT: **GUARDIAN WEBINAR FOR ADULT AND SENIOR CARE PROGRAM LICENSEES.**

Provider Information Notice (PIN) Summary

PIN 23-15-ASC announces a live Guardian webinar for all Adult and Senior Care Licensees on August 23, 2023, from 11:00 AM - 12:00 PM.

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

- How to Start a Background Check (Application Initiation)
- The Fingerprint Journey
- How to Sign Up for Guardian
- Resources
- Question and Answer session

The live webinar will take place on August 23, 2023, from 11:00 AM – 12:00 PM Pacific Time (US and Canada) via **Zoom**.

Please click the link to join the webinar: <https://us02web.zoom.us/j/81001397902>

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).

The Department will convey all new information through PINs. [Please sign up to be notified here](#) and [visit the Department's website for the latest PINs](#).