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GAVIN NEWSOM
GOVERNOR

November 16, 2023

PIN 23-18-CCLD

TO: ALL CCLD FACILITY LICENSEES AND PROVIDERS

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

SUBJECT: **MAINTENANCE TO GUARDIAN SYSTEM**

Provider Information Notice (PIN) Summary

PIN 23-18-CCLD notifies all Community Care Licensing Division (CCLD) Licensees and Providers of planned system maintenance to the Department's secure online background check system, Guardian.

The Community Care Licensing Division (CCLD), Care Provider Management Branch (CPMB) is communicating planned system maintenance to the Department's secure online background check system, Guardian. The Guardian background check system will be unavailable from 6:00 PM Friday, November 17, 2023, to 6:00 AM on Monday, November 20, 2023. All Guardian users will be impacted and unable to use the Guardian system during this period.

If there is an urgent need to transfer an individual with an existing criminal record clearance, please complete a [Criminal Background Clearance Transfer Request \(LIC 9182\)](#) and email to CPMBTransfers@dss.ca.gov or fax to 916-754-4589. All clearance transfer requests must be submitted before the individual, who is subject to the transfer, has client contact or the licensee will be in violation of the law and subject to a \$100 civil penalty. A subject need not wait for a confirmation of the transfer before they can begin work or be present in the facility. Licensees must maintain evidence of the submission for licensing agency review.

ADDITIONAL INFORMATION/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 they are 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](#) (LIC 9277LUA) and email 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](#).