



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

May 15, 2024

PIN 24-02-ASC

TO: ALL ADULT AND SENIOR CARE LICENSEES AND PROVIDERS

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

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

Provider Information Notice (PIN) Summary

PIN 24-02-ASC announces a live Guardian webinar for all Adult and Senior Care Licensees on May 22, 2024, 11:00 AM - 12:00 PM.

The Community Care Licensing Division's (CCLD) Care Provider Management Branch (CPMB) is pleased to announce a live webinar! This webinar is designed to provide helpful information and training to assist you in navigating roster and transfer processes within the Guardian system. Please be sure to mark your calendars for this important training opportunity. This webinar includes the following topics:

- General Roster Information
- Transfers (Connecting to the Roster)
- Disassociating from the Roster
- Using and Printing the Roster
- Resources
- Question and Answer session

The live webinar will take place on May 22, 2024, from 11:00 AM – 12:00 PM Pacific Time (US and Canada) via **Zoom**. Please click the link below to join the webinar:
<https://us02web.zoom.us/j/81464192623>

Using the Zoom Platform and Help Center

Please utilize the Zoom link to access the meeting. A Zoom account is not required if you strictly join the Zoom Meeting as a participant. If someone invites you to their meeting, you can join as a participant without creating an account. You can also [Join a test meeting](#) to familiarize yourself with Zoom. You may also access the Zoom Help Center for [Frequently Asked Questions](#)

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 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](#).