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April 29, 2025

PIN 25-08-CCLD

TO: ALL CCLD FACILITY LICENSEES AND PROVIDERS

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

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

Provider Information Notice (PIN) Summary

PIN 25-08-CCLD announces a Guardian webinar for all providers on May 14, 2025, from 11:00 AM - 12:00 PM.

The Community Care Licensing Division's (CCLD) Care Provider Management Branch (CPMB) is pleased to announce a webinar! This marks the beginning of our first presentation in the new Guardian Foundation Series: Building your Foundation for Background Check Management. The series was created to focus on how to use the Guardian system for smooth background checks and roster management. This specific webinar includes some of the following topics:

- Guardian Navigation
- User Guide Tour
- Starting a Background Check
- Person Search
- Person Summary
- Website Tour

The webinar will take place on May 14, 2025, 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/83411094099>

Interpretation Services

This webinar will have simultaneous interpretation services in Spanish and American Sign Language (ASL).

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](#).