



Guardian for Agencies

The California Department of Social Services (CDSS) is excited to introduce Guardian, a new online background check system, set to go live January 2021. Guardian will ensure background checks are completed faster and more efficiently, while making the process easier for applicants and agencies to request exemptions. Below are some helpful tips to navigate Guardian.

Advantages for Agencies

The agency portal may be utilized to submit applications for background checks on behalf of applicants and obtain pre-populated Live Scan forms. Agency rosters can be viewed, managed and printed. Agencies can initiate the exemption process, upload documents required for exemptions and transfer individuals with clearances or exemptions. Upon account activation, agencies will also receive paperless communication from the Care Provider Management Bureau (CPMB).

Please Know:

1. Applicants must have a valid email address to register their Guardian account, obtain their pre-populated Live Scan form and submit their exemption documents via Guardian.
2. It is recommended to have Applicant Initiated Instruction forms available to provide to applicants on an as needed basis.
3. Access to a printer will be needed to print pre-populated Live Scan forms for the applicant, or the applicant can print the Live Scan form by creating a Guardian account and logging in.

Have a question?

If you have a question, you may contact the Guardian General inbox at: Guardian@dss.ca.gov or visit the Guardian Webpage for helpful documents and information at: <https://guardian.dss.ca.gov>



Are you a Licensee who needs Guardian access?

Be sure to complete and submit the [Licensee User Access form](#), accessible on the Guardian webpage.

Internet Accessibility

To make sure you have the best experience possible, the Guardian system will support only the most up-to-date version of the following internet browsers: Mozilla Firefox, Internet Explorer, Google Chrome and Safari.



Agency PIN number

As an agency user, you will provide the Applicant Instruction form to the applicant who will then register for Guardian and begin the background check application process in the applicant portal. The agency PIN is a unique identifier, auto-assigned by CDSS, which will be used to ensure applications are submitted for the correct agency. The Applicant Instruction form is housed and generated in Guardian and may be printed or saved as a document to be sent electronically.

Connecting Applicants

The agency portal can be used to initiate connections (transfers) of individuals with a valid clearance or exemption by conducting a person search in Guardian. Agencies will no longer need the assistance of the Regional Office or the Caregiver Background Check Bureau (CBCB) if the applicant meets all of the required qualifications to be eligible for a connection. This feature expedites an agency's need to hire potential staff.