

**CALIFORNIA DEPARTMENT OF AGING**

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**PROGRAM MEMO**

CDA 1014 (Rev. 04/11)

TO: <b>Long-Term Care Ombudsman Program Coordinators, Area Agency on Aging Directors</b>	NO.: <b>PM 12-05(P)</b>
SUBJECT: <b>Background Clearance Procedures and Forms</b>	DATE ISSUED: April 12, 2012
REVISED	EXPIRES: <b>Until Superseded</b>
REFERENCES:	SUPERSEDES: <b>PM 07-17(P)</b>
PROGRAMS AFFECTED: <input type="checkbox"/> All <input checked="" type="checkbox"/> Title III-B <input type="checkbox"/> Title III-C1/C2 <input type="checkbox"/> Title III-D <input type="checkbox"/> Title III-E <input type="checkbox"/> Title V <input type="checkbox"/> CBSP <input type="checkbox"/> MSSP <input checked="" type="checkbox"/> Title VII <input type="checkbox"/> ADHC <input type="checkbox"/> Other:	
REASON FOR PROGRAM MEMO: <input type="checkbox"/> Change in Law or Regulation <input type="checkbox"/> Response to Inquiry <input checked="" type="checkbox"/> Other: <p style="text-align: right;"><b>Updated Forms and Procedures</b></p>	

**Purpose**

This Program Memo provides updated forms and instructions to local Long-Term Care Ombudsman Programs (LTCOPs) regarding the background clearance process.

**Background**

Senate Bill 1759 (Ashburn, Chapter 902, Statutes of 2006), codified in Welfare and Institutions Code section 9719 establishes criminal record background clearance requirements for Long-Term Care Ombudsman representatives.

*Continued on next page*

**Ombudsman Coordinator Directions** The table below outlines the action steps involved and timeframes required for criminal background clearance.

	<b>Action</b>	<b>Timeline</b>	<b>Additional Explanation</b>	<b>Form Number and Location</b>
1	Contact Live Scan sites to ensure their ability to process background clearance for Ombudsman applicants	Prior to beginning Ombudsman certification training class	Attachment 1, page 3	LIC 9163B Attachment 6
2	Ensure that each Ombudsman applicant has completed the Criminal Record Statement	Prior to sending Ombudsman applicants to the Live Scan site	Attachment 1, page 4	LIC 508B Attachment 4
3	Ensure that each Ombudsman applicant has completed the Requirement for Criminal Background Clearance form	Prior to sending Ombudsman applicants to the Live Scan site	Attachment 1, page 5	OSLTCO S003 Attachment 5
4	Ensure that each Ombudsman applicant has a properly completed Request for Live Scan Service form specific to the Ombudsman Program	Prior to sending Ombudsman applicants to the Live Scan site	Attachment 1, Pages 6-8	LIC 9163B Attachment 6
5	Complete the Ombudsman Fingerprint Reporting Form and email to the Office of the State Long-Term Care Ombudsman	Prior to, or within two days of, sending Ombudsman applicants to the Live Scan site	Attachment 1 Page 9	OSLTCO S004 Attachment 7
6	Ensure that each Ombudsman applicant completes the Application for Ombudsman Certification form	Near the end of Ombudsman certification training class	Attachment 1 Page 10	OSLTCO S002 Attachment 8
7	Complete the Request for Certification of New Ombudsman Representatives and mail to the OSLTCO along with original Applications	After notification that Ombudsman applicants have cleared the California Department of Justice background investigation	Attachment 1 Page 10	OSLTCO S001 Attachment 9
8	Complete the Request for Decertification of Long-Term Care Ombudsman Representatives	No later than five days after the last day the certified Ombudsman works for the LTCOP	Attachment 1 Page 11	OSLTCO S005 Attachment 10

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**Attachments**

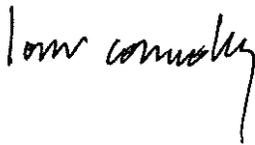
1. Background Clearance Instructions
2. Background Processing Overview
3. Process When a Criminal Record Exists
4. LIC 508B Criminal Record Statement
5. OSLTCO S003 Requirement for Criminal Background Clearance
6. LIC 9063B Request for Live Scan Service – Long Term Care Ombudsman
7. OSLTCO S004 Long-Term Care Ombudsman Fingerprint Reporting Form
8. OSLTCO S002 Application for Long-Term Care Ombudsman Certification
9. OSLTCO S001 Request for Certification of Long-Term Care Ombudsman Representatives
10. OSLTCO S005 Decertification of Long-Term Care Ombudsman Representatives
11. OSLTCO S007 Pledge of Confidentiality for Non-Certified Staff and/or Volunteers

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**Inquiries**

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Lora Connolly  
Director