

ADULT and SENIOR CARE PROGRAM COVID-19 UPDATE

Mission: To optimize the health and safety of adults and seniors in community care settings

The Adult and Senior Care Residential Licensing Program licenses Adult Day Programs (ADP), Adult Residential Facilities (ARF), Adult Residential Care Facilities for Persons with Special Healthcare Needs (ARFPSHN), Enhanced Behavioral Supports Homes (EBSH), Community Crisis Homes (CCH), Residential Care Facilities for the Chronically Ill (RCFCI), Residential Care Facilities for the Elderly (RCFE), and Social Rehabilitation Facilities (SRF) in an effort to ensure that they provide a safe and healthy environment for all persons in care.

A Note from Pamela Dickfoss, Deputy Director

I want to extend my sincerest thanks for your response to the Coronavirus Disease (COVID-19) outbreak. Because you care for some of the most vulnerable Californians, we here at Community Care Licensing Division (CCLD) understand how much this worldwide health crisis impacts you, your facility operations, people in care, along with families and friends.

There are a number of unprecedented measures taking place as a result of COVID-19 that restrict and limit certain gatherings which include funerals, weddings, births, and other celebrations. While we are all doing our part with social distancing and self-isolation, it is important to find creative ways to engage with others in and out of the home, find activities inside or outside, and to take time for self-care. We may be physically distant, but we must remain spiritually, emotionally, socially connected. People can survive individually, but we thrive collectively.

It is important that you and your team utilize resources available, and stay informed as things are continuing to evolve, and guidance can change from day to day. The Department will update guidance as needed and continues to provide additional important information as it becomes available on our [CCLD website](#).

CCLD has also published multiple Provider Information Notices (PINs) which are available on our [CCLD website](#) and there is a dedicated email CCLCOVID-19INFO@dss.ca.gov to receive public inquiries related to COVID-19. Immediately contact your resident's health care provider for instructions if you suspect they may be infected and notify your [local health department](#) along with your local [Adult and Senior Care Regional Office](#) if you have someone with a confirmed case of COVID-19.

Below are some of the resources available on COVID-19 from our [CCLD website](#) along with information and links to our various PINs that outline what the Department is doing to waive statute in some areas and assist in making operations easier during this time.

COVID-19 Provider Information Notices (PIN)

Licensees should continually check the [CCLD website](#) for updated information. Please review the following PINs:

COMMUNITY CARE LICENSING DIVISION (CCLD PINs)

[PIN 20-11-CCLD](#)- Community Care Licensing Division Online Resources on Coronavirus Disease 2019 (COVID-19)

This PIN announces a dedicated COVID-19 landing page on the Community Care Licensing Division website where all licensees, certified and approved homes, providers, and the public can access online resources related to COVID-19. Also in [Spanish](#) and [Chinese](#).

[PIN 20-10-CCLD](#)- Waiver of Administrator Certification Program Fees, License Fees, and Home Care Aide Registration Fees as a Result of Coronavirus Disease 2019 (COVID-19)

This PIN discusses the authority of the California Department of Social Services to waive application, license, home care aide registration fees, and administrator certification program fees for individuals or licensees experiencing economic hardship as a result of the COVID-19 emergency. Also in [Spanish](#) and [Chinese](#).

[PIN 20-09-CCLD](#) – Updated Statewide Waivers for Licensing Requirements Due to Coronavirus Disease 2019 (COVID-19)

The situation surrounding the Coronavirus Disease 2019 (COVID-19) continues to rapidly change. This PIN provides updated or additional statewide waivers for certain licensing requirements applicable to ASC, HCO, and HCA settings, and the Administrator Certification Program, without the need for providers to make an individual request, and subject to the waiver terms and conditions set forth in this PIN. Also in [Spanish](#), [Chinese](#) and [Tagalog](#).

[PIN 20-08-CCLD](#)- Guidelines for Providers Requesting Stores to Waive Supply Limitations Due to Coronavirus Disease (COVID-19)

This PIN provides guidance for licensed facilities on how to approach local stores who may be limiting purchases of supplies due to COVID-19 in California. Also in [Spanish](#), [Tagalog](#) and [Chinese](#).

[PIN20-07-CCLD](#) - Suspension of all Annual Inspections to Allow Technical Assistance for Licensees Regarding the Coronavirus 2019 Disease (COVID-19)

The Department is suspending annual inspections for all Community Care licensed facilities to focus its resources on containing and mitigating COVID-19 impacts but will continue to conduct complaint investigations on a timeline based on the nature of the allegation(s). Each adult and senior care residential facility will receive a scheduled visit to provide technical assistance. Also in [Spanish](#) and [Chinese](#).

[PIN20-06-CCLD](#) – Cancellation of all Community Care Licensing Meetings

This decision is in response to Governor Gavin Newsom's announcement recommending gatherings with 250 people or more should be rescheduled or canceled, and smaller events should proceed only if the organizers can implement six feet of social distancing in order to protect public health and slow the spread of COVID-19.

[PIN 20-05-CCLD](#) – **Community Care Licensing Division E-Mail Address for Coronavirus Disease 2019 (COVID-19) - Related Questions**

CCLD has established a dedicated e-mail address available to all licensees, providers, and the public to use in asking questions related to COVID-19.

[PIN 20-04-CCLD](#) – **Governor's Proclamation of a State of Emergency to Address Novel Coronavirus (COVID-19)**

The Proclamation permits the California Department of Social Services (CDSS) to allow waivers within its jurisdiction to address the needs of community care facilities, child day care facilities, and residential care facilities for the elderly in response to the COVID-19 crisis. Links to resources and direction for requesting a waiver is provided.

ADULT AND SENIOR CARE (ASC PINs)

[PIN 20-17-ASC](#)- **Temporary Contracts to Increase Bed Capacity Due to Anticipated Surge in Coronavirus Disease 2019 (COVID-19)**

This PIN announces an opportunity for Adult and Senior Care licensees to assist in providing additional beds by entering into contracts to temporarily house COVID-19 positive individuals.

[PIN 20-16-ASC-CCR](#)- **Waiver of Advance Notice Requirements and Information on Federal Small Business Lending for COVID-19 Crisis**

This PIN announces that the California Department of Social Services (CDSS) is waiving various notice requirements for Continuing Care Retirement Community (CCRC) providers seeking to apply for loans related to COVID-19 relief.

[PIN 20-15-ASC](#)- **Adult and Senior Care Facilities with Coronavirus (COVID-19) Positive Cases Available on California Department of Social Services Website**

This PIN announces that information regarding licensed Adult and Residential Care Facilities for the Elderly with COVID-19 positive cases of persons in care and/or staff has been posted on the California Department of Social Services website. Also in [Chinese](#).

[PIN 20-13-ASC](#)- **Notification to Families When a Person Tests Positive for Coronavirus Disease 2019 (COVID-19)**

This PIN advises Adult and Senior Care (ASC) licensees to give notice to the families of all persons in care when a person in a facility tests positive for COVID-19.

[PIN 20-12-ASC](#)- **Statewide Waiver for Medical Assessments Due to Coronavirus Disease 2019 (COVID-19)**

This PIN provides information on a statewide waiver for certain medical assessment requirements of all adult and senior care facilities in response to the occurrence of Coronavirus Disease 2019 (COVID-19) in California.

[PIN 20-09-ASC](#) - **Notice of Tele-Inspections and Rapid Assistance and Support Team (RAST) Tele-Visits**

In order to best protect our employees, avoid harm to the higher-needs populations and support providers, CCLD will implement “tele-inspections” for pre-licensing inspections, case management inspections and complaints that are not Priority 1 level allegations. Also in [Spanish](#), [Chinese](#) and [Tagalog](#).

Community Care Licensing has also assembled a Rapid Assistance and Support Team (RAST) to provide COVID-19 technical assistance to providers.

[PIN 20-07-ASC](#) - Prevention, Containment, Mitigation Measures, and Statewide Waiver for Coronavirus Disease 2019 (COVID-19)

This PIN provides general recommendations for prevention, containment, and mitigation of COVID-19 for ASC facilities and guidance regarding statewide waiver for certain licensing requirements such as visitation, planned activities and building & grounds waivers.

[PIN 20-04-ASC](#) – Guidance on 2019 Novel Coronavirus or COVID-19

Facilities should prepare for possible impacts of COVID-19 and take precautions to prevent the spread of COVID-19 as well as other infectious diseases, including influenza and gastroenteritis. Please contact your [local health department](#) immediately if you have someone with a confirmed case of COVID-19 in your facility and/or suspect an outbreak in your facility. In addition, adult and senior care program licensees are required to report a suspected or confirmed outbreak of COVID-19 to your local [Adult and Senior Care Regional Office](#), and the persons' in care authorized representative.

[PIN 20-02-ASC](#) - Information Regarding the Coronavirus Disease 2019

[The World Health Organization \(WHO\)](#) has identified and named the recent public viral outbreak of the coronavirus as the Coronavirus Disease 2019 (COVID-19). The coronavirus itself is a large family of viruses that, while not new, have different strains. The COVID-19 strain is a newly identified strain that causes respiratory illness similar to influenza.

Coming Soon: Best Practices for Caring for Individuals with Dementia During Coronavirus Disease 2019 (COVID-19).

Additional Resources

- [Centers for Disease Control and Prevention](#)
 - [Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 \(COVID-19\) Exposures: Geographic Risk and Contacts of Laboratory-confirmed Cases](#)
- [Coronavirus \(COVID-19\) in California](#)
- [Department of Public Health](#)
 - [Guidance Documents: Coronavirus Disease 2019 \(COVID-19\)](#)
- Local Public Health Departments
 - [Local County Public Health Department List](#)
 - [Local Health Department Communicable Disease Contact Information](#)
- [Medical Health Operational Area Coordinator \(MHOAC\)](#)
- [New COVID-19 Guidance for K-12 Schools](#)
- Resources for Adult and Senior Care Facility Licensees
 - [Consolidated COVID-19 postings](#)
 - [COVID-19 Facility Self-Assessment Guide](#)
 - [COVID-19 Frequently Asked Questions](#)
 - [COVID-19 Resource Guide](#)
 - [Infection Control in Residential Care Facilities: COVID-19](#)
 - [Preparing for COVID-19 in Residential Care Facilities](#)
 - [Use of Personal Protective Equipment During COVID-19 Outbreak](#)
 - [Websites for Information on COVID-19](#)
- [World Health Organization](#)

The New Adult and Senior Care Regional Office

Adult and Senior Care Program (ASCP) is pleased to announce the reorganization of the Woodland Hills Adult and Senior Care Regional Offices. The purpose of this reorganization is to optimize administration services through a more even workload distribution and align similar CCLD programs to avoid duplication of efforts and improve resident safety.

The Woodland Hills ASCP Regional Office has been divided into the Woodland Hills North Adult and Senior Care Regional Office and the Woodland Hills South Adult and Senior Care Regional Office. Details can be found in our [PIN 20-11-ASC](#).

Also, the following staff changes have taken place throughout the state in the Adult and Senior Care regional offices:

The Orange County Regional Office (RO) recently appointed 2 new LPMs (Licensing Program Managers), Sheila Santos & Alisa Ortiz, and Marina Stanic as acting Regional Manager (RM).

The Sacramento RO recently appointed 1 new LPM, Laura Munoz.

The El Segundo recently appointed 2 new LPMs, Janae Hammond and Michael Cava.

The Woodland Hills North RO recently appointed 1 new LPM, Kelly Burley.

The Woodland Hills South RO recently appointed 1 new LPM, Cassandra Harris.

The Oakland RO recently appointed 1 new RM, Isaac Taggart.

The Riverside RO recently appointed 1 new LPM, Nedra Brown and Reyna Lacey as acting RM.

The Riverside RO recently appointed 1 new LPM, Denice Powell

A current contact list of the ASCP [Regional Offices](#) located throughout the State is always available on our [CCLD website](#).



Are you interested in becoming part of the Community Care Licensing team?

Please apply at [CalCareers](#)

More information on how to apply for a State job can be found at the [Cal Careers Website](#).

Links to Adult and Senior Care Program Office Websites:

[Adult Care](#)

[Senior Care](#)

[Central Applications Bureau](#)

Remember to check for new [PINS](#)

IMPORTANT PHONE NUMBERS

Centralized Complaint Information Bureau (CCIB)	1-844-538-8766
Administrator Certification	916-653-9300
Caregiver Background Check Bureau (CBCB)	1-888-422-5669
Long Term Care Ombudsman	1-800-231-4024
CCLD Public Inquiry and Response	916-651-8848
Technical Support Program	916-654-1541
Centralized Applications Bureau	916-657-2600

Program Administrator: Ley Arquisola, RN, MSN

Assistant Program Administrators: Stacy Barlow- North West; Pam Gill- North East; Claire Matsushita- Central; Kimberly Lyon- South

Kimberly Lyon is temporarily on leave and Leslie Mendiveles will be acting as APA in her absence.

Stacy Barlow is temporarily on leave and Shelly Grace will be acting as APA in her absence.

Assistant Branch Chief: Katie Hernandez