CHILDREN'S RESIDENTIAL UPDATE

Children's Residential Licensing Program Mission:
To protect and improve the lives of all youth who reside in a community care facility through the administration of a transparent licensing system that is collaborative, fair, and supportive of families.

A Note from Pamela Dickfoss, Deputy Director

Welcome to our Winter 2020 Children's Residential Program (CRP) Quarterly Update. The year 2020 has been a difficult, and testing year for everyone. I want to personally thank all of you for your extra efforts in providing care for our children and young adults throughout the state. These challenging times have proven that we can overcome even the most trying circumstances to provide the love, care and support these children need.

With the new year comes new legislation. Bills passed in 2020 affecting the Children's Residential program include SB 1264 and AB 2944. SB 1264 will require most Children's Residential Program licensees to have a more robust emergency preparedness plan (not including a resource family home, foster family home, or a small family home). AB 2944 impacts Continuum of Care Reform, including providing further guidance regarding reference checks for approving resource families, expanding confidentiality requirements, and more. Licensees should review these bills as they are now being enforced. For more information on bills affecting CRP, please see the 2020 Chaptered Legislation PIN. If you have further questions, please send them to CRPOPolicy@dss.ca.gov.

As we enter flu season, please also remember that many symptoms for COVID-19 and the seasonal flu are extremely similar. The Centers for Disease Control and Prevention offers advice on the similarities and differences between the two diseases. In addition, if you and those in your facility haven't received a flu shot yet, consider doing so for added protection.

Winter is also a time for holiday gatherings with loved ones, with social distancing, we need to find new ways to celebrate the traditions and relationships we cherish helping to provide the solid foundation for any support or healing the children we serve may ever need. My sincere thanks go out to our families, providers, county staff, child advocates, and CRP staff who continue to adapt and overcome obstacles brought on by COVID-19. I hope you find a sense of pride in facing these challenges.

Take Steps to Prevent Colds and Flu

This year, because of the COVID-19 pandemic, it is more important than ever to make sure staff and residents receive a flu vaccination. Taking the proper steps, including flu vaccination, can help keep everyone in your facility healthy during the flu season and the COVID-19 pandemic.

The recommended practice for preventing the flu is with a flu shot. The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months of age and older get a seasonal flu vaccine each year by the end of October if possible. However, as long as flu viruses are circulating, vaccination should continue throughout flu season, even into January or later.

People who have been vaccinated still need additional protection from getting the flu or a cold. It takes about two weeks to develop immunity to the flu after vaccination. There is no vaccine to protect against the common cold.

Practice good health habits:
- Cover nose and mouth when you cough
- Wash hands often with soap and water
- Avoid touching eyes, nose and mouth
- Regularly clean and disinfect frequently touched surfaces that may be contaminated
- Avoid contact with people who are sick

Reviewing and Updating of Facility Files

The new year can be a good opportunity for you to review and update your facility files. Facility files refer to documents that end up in three basic groups: child/youth files, personnel files, and administrative files. Administrative files may differ with each facility and include documents that address overall facility operation

Examples of administrative files include:
- Facility license
- Emergency disaster plan
- Plan of operation
- Financial records
- Insurance information

The key is to have all records available for review by your Licensing Program Analyst (LPA). If you are not sure where to start, consider areas of recordkeeping where you may have received deficiency

citations due to missing or incomplete documents. Or, start with projects that are easily doable. The progress you make will not only help build up small successes along the way, but can also help make facility operations more efficient

Set aside time dedicated to reviewing and organizing records. Because record reviews require focus and attention to detail, staff assigned to do file reviews should not be interrupted, as interruptions can lead to mistakes.

Licensing forms can be accessed on our CDSS website. For group homes, form LIC 311B can serve as a helpful outline for forms that need to be maintained.

Ways Checklists are Used to Ensure Compliance

Checklists are a great tool to help you and your staff maintain consistency and good practices in a very easy and convenient way.

Checklists can be applied to tasks, such as:
- Facility files
- Care Plans and Assessments
- Supervision and staffing
- Medication management
- Menus, special diets, tracking food supplies
- Behaviors tracking
- Fire drills and disaster preparedness
- Facility Cleanliness

Checklists are used by many different occupations because they are such an effective tool.

Occupations and their use of checklists:

Chef	Recipe followed for taste and safety
First Responder	CPR/First aid used to increase chances of victim's survival
Medical Doctor	Triage procedures used to assess a patient
Surgeons	Improve surgical safety and outcomes
Airline Pilots	Review flow patterns and to prepare an airplane for a specific task

How to make an effective checklist:

- Each item should be clear and succinct. This way, it will be easy for people using the checklist to follow proper procedure.
- Organize the items by category. This allows for easier navigation between the different groups of items that need to be checked off.

- Each step must be easy to understand and use. Create simple steps that reminds the user which steps to follow and in what order.
- Keep refining the checklist. Continuous improvements will make your checklist more effective and will keep the checklist current.

The checklists you develop are effective only when they are used consistently by staff. They are an important tool that can help you:

- Verify that interventions/tasks are completed, such as periodic incontinence checks, rounds checking for falls/safety, etc.
- Provide staff with knowledge regarding care and their responsibilities.

- Ensure that staff are accountable for tasks assigned to the shift.
- Identify staff strengths and to provide opportunity for advancement.

Holiday Blues

The holiday season is typically a time for celebration and gatherings with friends and loved ones. It is meant to bring joy and create beautiful memories with the people that we love the most. Unfortunately, this is not always the case for everyone. This may be especially true this holiday season with COVID-19. Although the holiday season is generally a cheerful time for most people, it can also be a depressing or gloomy time for children who do not have the comforting emotional support from loved ones.

It is important for providers to build good rapport with children under their care and identify those who may be experiencing the holiday blues. Having good background knowledge on each child may help you provide better support during the holidays.

Depending on the level of support that the child needs, consider a variety of resources such as therapy, support groups, and extracurricular activities to promote social interactions.

The following links are helpful resources on the holiday blues and recommended ways to cope with them:

- Mayo Clinic – Stress, depression and the holidays: Tips for coping
- Verywell Mind – An Overview of the Holiday Blues
- National Alliance on Mental Illness – Tips for Managing the Holiday Blues
- Health In Aging – Tips for Beating the Holiday Blues

Roles of Virtual Tools in Today's Environment

A public health crisis is now moving us to re-think some of the way services are delivered to keep children safe. As we navigate through this period marked by the need for social distancing, we find growing reliance on online communication tools that can be appropriately used for certain aspects of care and treatment. As an example, some of you are accessing distance learning and implementing the use of telehealth services and video chat with family members. Technology also helps to expand activity and engagement options for children. Community Care Licensing Division (CCLD) makes use

of "tele-inspections" for some site visits as a tool to help prevent harm to at-risk populations while also ensuring support to providers during this public health crisis.

The appropriate use of these platforms can be undermined if you don't consider the following precautions:

- **Reliability and quality** – Video and audio tools should provide clarity and quality to facilitate effective communication between users. A back-up plan should be in place if problems develop.

- **Simplicity for the user** – "User-friendly" means children can easily use technology without being tech-savvy. Remind staff to ensure that children do not encounter difficulty using these tools made available for their benefit.

- **Privacy and security** – Comprehensive privacy and security protections, such as personal rights and HIPAA laws, should be in place for users of virtual communication devices. Designate a room for privacy if these types of services cannot be accessed from a child's own room.

Online or virtual services may not be effective for all children. Therefore, an assessment of the child should be conducted to determine the suitability of their use by that individual. Assessments can also help identify any additional supports needed for those capable of benefitting from these tools. Appropriate supervision must be provided, and re-assessments should be conducted on a regular basis to ensure successful use by the child.

Please review PIN 20-05-CRP for more information on "tele-inspections" and resources for virtual video conferencing.

Caregiver Background Check Bureau- Update

The Caregiver Background Check Bureau (CBCB) has changed its name to the Caregiver Provider Management Bureau (CPMB) and is pleased to announce the launch of the background check system, Guardian, set to go live January 2021.

Guardian is a tool to assist agencies and applicants in the background check process. Guardian ensures background checks are completed faster and more efficiently, while making the process easier for applicants and agencies to request exemptions.

For additional information regarding Guardian, please visit the Guardian Webpage

Provider Information Notices (PINS)

The CRP continues to publish Provider Information Notices (PIN) to inform our providers on the latest updates in the program, which are posted on the CCLD webpage. Please remember to continue to check CCLD's webpage or subscribe for new PINs. Anyone can subscribe to be on the distribution list to receive information from any of the licensing programs (Adult and Senior Care, Child Care Advocate Program, and Children's Residential Program). It is also important to ensure your Regional Office has the current email addresses to contact your facility representatives in case of emergencies.

To sign up, go directly to the CCLD website and click on Receive Important Updates. You may also refer to PIN 19-09-CCLD for more information on how to subscribe.

Are you interested in becoming part of the Community Care Licensing team?
Please apply at: CalCareers

Information on how to apply for a State job can be found at the Cal Career website.

IMPORTANT INFO AND PHONE NUMBERS	
Centralized Complaint Information Bureau (CCIB)	1-844-538-8766
Foster Care Rates	916-651-9152
Caregiver Background Check Bureau (CBCB)	1-888-422-5669
Foster Care Ombudsman	1-877-846-1602
CCL Public Inquiry and Response	916-651-8848
Technical Support Program	916-654-1541

Program Administrator:
Jean Chen

Assistant Program Administrators:
Angela Carmack – North
Kimberly Taylor – South