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STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
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GAVIN NEWSOM  
GOVERNOR

June 25, 2020

PIN 20-22-ASC

TO: ALL ADULT AND SENIOR CARE FACILITY LICENSEES AND PROVIDERS

FROM: *Original signed by Pamela Dickfoss*  
PAMELA DICKFOSS  
Deputy Director  
Community Care Licensing Division

**SUBJECT: FACILITY COVID STATUS SURVEY SENT VIA EVERBRIDGE**

**Provider Information Notice (PIN) Summary**

PIN 20-22-ASC provides information on an important licensee COVID status survey that will be disseminated via the Everbridge Mass Notification System.

**New Everbridge Notifications for Licensee Assistance Survey**

Beginning on Monday, June 29, 2020, the Community Care Licensing Division (CCLD) will be using the Everbridge Mass Notification System to send Adult and Senior Care Program (ASCP) licensees a link to an ongoing survey that will provide you the opportunity to share critical information on:

- COVID-19 positive staff or resident cases;
- staffing challenges; and,
- Personal Protective Equipment (PPE) needs.

**Survey Benefits**

The information submitted by licensees will allow CCLD to:

- be responsive to individual facility needs, including technical assistance; and,
- provide CCLD with the opportunity to assess local, regional and statewide trends and needs.

Your participation in this survey is strongly encouraged as the information provided is critical in ensuring that CCLD has an accurate understanding of COVID-19 across the state, and in providing you with technical assistance support or supplies you may need to ensure the health and safety of your resident population. Depending on your unique

facility needs and survey responses, your Regional Office may contact you to offer technical assistance or gather more details.

### **Important Details and Survey Duration**

- CCLD will send the survey link via the Everbridge Mass Notification System on Mondays at 10 A.M., until further notice.
- Click on the following hyperlink to access the [Licensee Assistance Survey](#). The link for the survey will remain constant for the duration, so you may also bookmark it in a browser and complete it without prompting on Mondays and Thursdays.
- To simplify the survey, it is automatically populated with key information about each licensee.
- The survey has 10 (ten) required fields that must be completed in order to be submitted.
- **The survey will not function properly in Internet Explorer or Microsoft Edge**, as those platforms are being phased out by the vendor. All other internet browsers, such as Google Chrome, Firefox, or Safari, will work without issue.

### **Background on Everbridge**

The Department periodically utilizes the Everbridge Mass Notification System to communicate with licensees to provide or gather information during events or disasters. Depending on what contact information has been provided to the Department, Everbridge may send notifications via text message, email, phone call, or any combination of the three. For this particular notification:

- Text messages will be sent from number 89361
- Emails will be sent from “CA Department of Social Services CCL Alert” (noreply@everbridge.com).

For more information on the Everbridge system, please review [Provider Information Notice \(PIN\) 19-08-CCLD \(Click here for Spanish version\)](#).

We appreciate your assistance and partnership in responding to this critical survey.