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**GAVIN NEWSOM**  
GOVERNOR

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PIN 20-19-CCLD

**TO:** ALL ADULT AND SENIOR CARE PROGRAM LICENSEES  
HOME CARE ORGANIZATION LICENSEES  
HOME CARE AIDES

**FROM:** *Original signed by Pamela Dickfoss*  
PAMELA DICKFOSS  
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**SUBJECT: HOME CARE ORGANIZATIONS AVAILABLE TO ASSIST WITH  
TEMPORARY STAFFING IN ADULT AND SENIOR CARE FACILITIES  
WITH CLIENTS WHO HAVE TESTED POSITIVE FOR CORONAVIRUS  
DISEASE 2019 (COVID-19)**

**Provider Information Notice (PIN) Summary**

This PIN announces a resource list of Home Care Organizations (HCO) available to assist with temporary staffing in Adult and Senior Care (ASC) facilities with clients in care who are COVID-19 positive.

This PIN also provides for Home Care Aides serving clients who are COVID-19 positive.

The Department of Social Services (Department), Community Care Licensing Division (CCLD) surveyed HCO licensees to determine the availability of Home Care Aides (HCAs) to work in ASC facilities with clients in care who have tested positive for Coronavirus Disease 2019 (COVID-19). Based on the survey results, CCLD created a resource list for use by ASC licensees.

The resource list includes the contact information for HCOs with HCAs that are available to assist with staffing needs of ASC facilities with clients in care who are COVID-19 positive. ASC licensees in need of staff should search the resource list to

determine which HCOs are available in their immediate or surrounding area and should contact the HCO directly to coordinate staffing.

- A [resource list of HCOs](#) available for temporary staffing in COVID-19 positive facilities can be found under “Resources for Home Care Organizations” under the Additional Resources tab on the [CCLD Website](#).
- For general information on HCOs please visit the CCLD’s [facility search website](#).
- For further assistance, contact your [local Regional Office](#).

Note: For an individual to become a registered HCA, the individual must pass a background check or obtained an exemption pursuant to Health and Safety Code section 1796.23 (e.g. persons currently licensed or employed by a facility licensed by the Department).

### **HCA<sub>s</sub> SERVING CLIENTS WHO ARE COVID-19 POSITIVE**

In circumstances where an HCO, with its affiliated HCA, provides services to residents who are COVID-19 positive, that HCA should only work with other COVID-19 positive individuals; this is to ensure those individuals who are not COVID-19 positive are not exposed.

Additionally, an HCA affiliated with an HCO providing services to “Department-contracted facilities” serving COVID-19 facilities are to only work with COVID-19 positive residents.

*Department-Contracted Facilities.* As stated in [PIN 20-17-ASC](#), a “Department-contracted facility” is an Adult and Senior Care licensee through a contract with DSS, is able to temporarily house COVID-19 positive individuals in their facilities.

These “Department-contracted facility” may engage in a contract with a HCO to which the Department is not a party to.

- Please see [PIN 20-17-ASC](#) for additional information on reimbursement rates and staffing provisions in these facilities.

An HCA affiliated with an HCO providing services to Department-contracted facilities serving COVID-19 facilities should follow the infection prevention and control guidance ASC facility operators follow as stated in [PIN 20-23-ASC](#). CDSS released this guidance in a PowerPoint presentation titled “[Prepare for COVID-19 in Residential Facilities](#)” which can be found on the [Community Care Licensing Division \(CCLD\) landing page for COVID-19](#). Additionally, the HCA should follow best practices in [PIN 20-03-HCS](#) to enhance cleaning and disinfection, help prevent themselves from getting sick, and mitigate the spread of COVID-19.

The HCA should follow the [CDC guidance](#) of work restrictions for those asymptomatic health care personnel exposed to COVID-19 positive individuals, including but not limited to following the steps below:

- Stay home until 14 days after your last exposure.
- Monitor fever or symptoms consistent with COVID-19.
- If possible, stay away from people who are at [higher-risk](#) for getting very sick from COVID-19.
- Should the HCA exhibit symptoms consistent with COVID-19, they should immediately arrange for medical evaluation and testing.

## **RESOURCES**

The resources below provide additional information regarding guidance and best practices for mitigating the spread of the virus and providing services to clients in care during the COVID-19 emergency:

- [California Coronavirus \(COVID-19\) Response](#)
- [CCLD COVID-19 PINs](#)
- [California Department of Public Health](#)
- [Centers for Disease Control and Prevention](#)
- [Local County Health Departments](#)

Licensees should continue to follow guidance in all applicable CDSS PINs and continue to monitor the [Community Care Licensing Division homepage](#).

If you have any questions about this PIN please contact your [local Regional Office](#).