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PIN 20-24-CCLD

TO: ADULT AND SENIOR CARE LICENSEES AND PROVIDERS
CHILD CARE LICENSEES AND PROVIDERS
CHILDREN'S RESIDENTIAL PROGRAM LICENSEES AND PROVIDERS

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

SUBJECT: **CORONAVIRUS DISEASE 2019 (COVID-19) – RESUMPTION OF IN-PERSON COMPLAINT INVESTIGATIONS**

Provider Information Notice (PIN) Summary

PIN 20-24-CCLD provides direction to all community care licensees and approved or certified homes of a Foster Family Agency (FFA) (providers) regarding the resumption of requirements related to in-person complaint investigations that were in place prior to the COVID-19 emergency.

The purpose of this notice is to advise providers that the Community Care Licensing Division (CCLD) is resuming in-person complaint investigations and requirements related to these investigations that were in place prior to the COVID-19 emergency, with modifications as specified below. This includes resuming issuance of substantiated findings.

The Department previously issued [PIN 20-09-ASC](#), [PIN 20-08-CCP](#), and [PIN 20-05-CRP](#) which provided notice that Licensing Program Analysts (LPAs) would be conducting tele-inspections of licensed facilities as part of CCLD's emergency response to the spread of COVID-19.

Effective November 1, 2020, all existing statutory, regulatory, interim licensing standards, operating standards and written directive requirements relative to in-person complaint investigations modified by [PIN 20-09-ASC](#), [PIN 20-08-CCP](#), and [PIN 20-05-CRP](#), to the extent any such authority has not already been reinstated, are hereby reinstated and all relevant required activities will resume, except as specified below.

Pre-Screening Phone Call

In an effort to mitigate health and safety risks, CCLD may contact providers to pre-screen anyone in the household or facility for COVID-19 symptoms or exposure before making the in-person visit, if such a call will not otherwise compromise the investigation. The California Department of Public Health lists symptoms and exposure factors related to COVID-19 on their [website](#).

If providers receive a pre-screening phone call, the call should be directed to a person who is authorized to disclose the requested information, and able to do so while maintaining confidentiality and privacy. The person receiving the inquiry should answer to the best of their knowledge and ability.

Questions asked in a pre-screening phone call may include, but are not limited to:

- Whether any individuals in care, caregivers, visitors, or staff have experienced [COVID-19 symptoms](#) in the past 14 days.
- Whether any individuals in care, caregivers, visitors, or staff have tested positive for COVID-19, or been in contact with a laboratory-confirmed case of COVID-19, in the past 14 days.
- Whether any individuals in care, caregivers, or staff have been quarantined for COVID-19 in the past 30 days.
- Whether any individuals in care, caregivers, or staff are currently being evaluated for COVID-19 by a healthcare worker.

Exceptions and Additional Considerations

Pursuant to the authority in the Governor's March 4, 2020, [Proclamation of a State of Emergency](#), the waivers and flexibilities specified in [PIN 20-08-CCP](#), [PIN 20-09-ASC](#), and [PIN 20-05-CRP](#) allow for complaints that do not allege serious health and safety risks to be investigated through remote methods. These waivers and flexibilities may continue to be utilized by CCLD on a case-by-case basis. This means that while in-person investigations are resuming, there may be instances when a determination is made by the Department that a tele-inspection will be conducted instead of an in-person investigation, or that the in-person investigation may be conducted in a modified way. Such modifications may include preventative practices, as detailed below. Factors that could affect this determination include known exposure to COVID-19 in a home or facility, or geographical areas where spread of COVID-19 is more severe.

Preventative Practices

This is to advise providers that our licensing program analysts are taking preventative measures during the inspection that include, but are not limited to, the following:

- Licensing staff health/risk assessment prior to any in-person visit;
- Practicing physical distancing when in a home or facility;
- Asking providers to clear an area of the home or facility for private interviews;
- Meeting outside of the home or facility, to minimize contact, and/or;
- Utilizing Personal Protective Equipment such as masks or other face coverings, gloves, hand sanitizer and/or disinfectant, and expecting providers to follow guidance on face coverings.
 - Program-specific information on face coverings is available in [PIN 20-23-ASC](#), [PIN 20-15-CCP](#), and [PIN 20-19-CRP](#).

Additional CDSS-related information regarding COVID-19 can be found at the [CDSS COVID-19 information page](#).

For county and state specific updates regarding California state efforts and data regarding COVID-19, as well as resources for [COVID-19 testing](#), please check the state's [COVID-19 homepage](#).

If you have any questions, please contact your CCLD regional office:

- CCLD [Child Care Regional Offices](#).
- CCLD [Children's Residential Regional Offices](#).
- CCLD [Adult and Senior Care Regional Offices](#).