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PIN 20-19-CCP

TO: ALL CHILD CARE FACILITY LICENSEES AND PROVIDERS

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

**SUBJECT: RAPID ASSISTANCE SUPPORT TEAM (RAST) TELE-VISITS TO PROVIDERS DUE TO THE CORONAVIRUS DISEASE 2019 (COVID-19) PUBLIC HEALTH EMERGENCY**

**Provider Information Notice (PIN) Summary**

PIN 20-19-CCP provides information about Rapid Assistance Support Team (RAST) tele-visits to assist child care facility licensees and providers operating during the COVID-19 pandemic.

The Child Care Licensing Program (CCLP) wants to ensure all open child care facilities are implementing best practices to prevent and contain the spread of COVID-19 for the health and safety of children, families, and providers. CCLP is now conducting virtual Rapid Assistance Support Team (RAST) visits to provide COVID-19 guidance. A RAST tele-visit is a meeting between the provider and licensing program analyst (LPA) via video and audio connection either through a laptop or smartphone. The purpose of the tele-visits is to continue offering support for providers who are operating during this pandemic. If a provider does not have access to the technology or internet connectivity needed for a tele-visit, an in-person visit will be conducted.

**Scheduling & Confirming the Visit**

An initial phone call will be made by an LPA to schedule the visit, gather basic facility information, and review any questions or resource needs. The LPA will follow up with an email confirmation and providers will be asked to send a response confirming the appointment.

### During the Tele-Visit

The LPA and provider will complete a virtual tour of the facility using a video chat. This is an opportunity for providers to ask questions, confirm the facility practices are safeguarding the health and safety of staff and children, share resources and jointly review the Self-Assessment Guide. Additional resources and materials for the tele-visit are located on the [Child Care Licensing webpage](#) within the “Rapid Assistance Support Team (RAST)” drop-down menu option.

### Follow-Up

The LPA may follow-up after the tele-visit is completed, if necessary, to provide additional support or resources to the provider.

### Additional Resources

- [California Coronavirus \(COVID-19\) Response](#)
- [California Department of Public Health](#)
- [California Department of Social Services: Child Care Licensing](#)
- [Centers for Disease Control and Prevention](#)
- [Local County Public Health Departments](#)

If you have any questions regarding the COVID-19 public health emergency, please contact the Department’s Coronavirus General Question’s e-mail at: [CCLCOVID-19INFO@dss.ca.gov](mailto:CCLCOVID-19INFO@dss.ca.gov). For all other child care questions, please contact your local [Licensing Regional Office](#).