



KIM JOHNSON  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



GAVIN NEWSOM  
GOVERNOR

April 23, 2020

PIN 20-08-CCP

TO: ALL CHILD CARE FACILITY LICENSEES AND PROVIDERS

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

SUBJECT: **NOTICE OF TELE-INSPECTIONS FOR PRE-LICENSING  
INSPECTIONS, CASE MANAGEMENT INSPECTIONS, AND  
COMPLAINTS**

**Provider Information Notice (PIN) Summary**

PIN 20-08-CCP provides notice that beginning March 26, 2020 Licensing Program Analysts (LPAs) will conduct tele-inspections as part of Community Care Licensing Division's (CCLD) emergency response to the spread of Coronavirus Disease 2019 (COVID-19).

Consistent with the California Department of Social Service's (CDSS) authority under Governor Newsom's [March 4, 2020, Proclamation of a State of Emergency](#), CDSS has determined, following current public health guidance, that in order to best protect our employees, avoid harm to the higher-needs populations and support providers, "tele-inspections" will be implemented.

**Child Care Licensing Division will implement "tele-inspections" for:**

- **pre-licensing inspections of family childcare homes and center based child care facilities**
- **case management inspections**
- **complaints that are not Priority 1 level allegations**

Priority 1 complaint allegations are those that present a serious risk to the health and safety of children. Priority 1 complaints may continue to require an on-site inspection, upon manager approval.

## **Tele-Inspections**

A “tele-inspection” is the use of digital information and communication technologies to conduct a site inspection, assessment or visit remotely. Note: This does not include Priority 1 complaints, which may require an on-site inspection, upon manager approval.

- Pre-licensing inspections, case management inspections and complaint allegations that are not Priority 1 level allegations will receive tele-inspections.
- Facility inspections and other required visits may be completed using one of the video conferencing resources provided in **Attachment A**.
- Providers are encouraged to test and identify, prior to any tele-inspection taking place, the best virtual video conferencing resource to use on a mobile device in order to ensure the success of an inspection.
- A phone call or conference call shall not be used to complete the requirements of the tele-inspection.

LPA's will be in contact with individual providers to ensure any facility inspection can be completed in this manner. For complaints alleging a deficiency or conduct that is concerning but not Priority 1, the LPA may make an assessment on a case-by-case basis to determine if an in-person inspection or visit should occur.

***NOTE: At the time this PIN was issued and until further notice, annual inspections are suspended as described in [PIN 20-07-CCLD](#).***

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

## **ATTACHMENT A: VIRTUAL VIDEO CONFERENCING RESOURCES**

The following are all free video chat applications that are also available for mobile devices. All applications require the user to create or sign in with an account. The mobile application can be downloaded through Google Play Store, Apple Store, or Microsoft Store.

LPAs will work with the licensee or any other participant to confirm the best platform to complete a virtual video conference.

### **WhatsApp**

Features include: a web and desktop version that uses and synchronizes to your phone account number. Group videos with up to 256 people at once. Uses your phone number and address book to connect with your contacts who also have WhatsApp.

### **Zoom Meeting**

Features include: a web and desktop version, a free Basic plan that allows up to 100 participants with a 40 minutes limit on group meetings. Prices change with plans. Ability to record meetings. Host provides meeting ID or link to participants.

### **Skype**

Features include group videos up to 24 people on HD video call. Available by Microsoft for all mobile devices. Web and desktop version available.

### **Google Duo or Google Hangouts**

Features include: the ability to sign in using Google account and use participants' email to video conference.

### **Facetime**

Only available for Apple iOS and MacOS devices. Group video calls with other iOS users.