



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



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April 20, 2020

PIN 20-09-CCP

TO: ALL CHILD CARE FACILITY LICENSEES AND PROVIDERS

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

SUBJECT: EVERBRIDGE NOTIFICATIONS REGARDING FACILITY STATUS

Provider Information Notice (PIN) Summary

PIN 20-09-CCP provides information on the Everbridge Emergency Alert System and upcoming notifications to gather information on facility operational status.

Background

The Department periodically utilizes an automated system called Everbridge to communicate to licensees. It is an Emergency Alert System that sends and receives quick information through an automated message. The Everbridge notification may ask licensees simple and short questions and allows for a response back by pushing or clicking on the available options. 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:

- Text messages are sent from number 89361
- Emails are sent from “CA Department of Social Services CCL Alert” (noreply@everbridge.com).
- Phone calls are sent from (916) 228-6728. To avoid confusion or missing the phone call, you may want to add this phone number to your phone contacts.

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

Recent and Ongoing Everbridge Notifications

On April 14, 2020, an Everbridge notice was sent to licensees asking them to select a preferred language of communication. CCLD sent this notice to ensure future CCLD updates would be communicated to licensees in their language of choice.

CCLD plans to send out additional Everbridge notifications to gather information regarding how many licensed child care facilities continue to operate in California and how many have closed due to COVID-19. It is essential that licensees respond to each Everbridge notification by providing the most current information. The Everbridge notification will ask licensees to specify which option listed below best fits their situation. Please respond by entering one of the following options by text message, email, or phone call:

1. Closed, with no desire to reopen
2. Closed, but can reopen with help
3. Open, with no child vacancies
4. Open, with child vacancies

Please note: Do not hit “reply” in response to an email message. If you are responding to an email, simply click on the option that best fits your situation. As a reminder, please make sure your Licensing Program Analyst has your current contact information.

We appreciate your assistance in responding to the Everbridge notification. This information will help CCLD better understand the current state of child care in California. The data will feed into a new website, mychildcare.ca.gov, designed in partnership with the California Department of Education (CDE) and Resource and Referral Network, to track facility closures and child care vacancies. For additional information, please see the CDE Early Learning and Care Division Resources Website at:

<https://www.cde.ca.gov/sp/cd/ci/mb2007.asp>

If you have any questions, please contact the Centralized Complaint and Information Bureau (letusno@dss.ca.gov) or your [Local Regional Office](#). If contacting by email, please ensure your facility number is provided in the email.