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GAVIN NEWSOM
GOVERNOR

April 2, 2020

PIN 20-05-CRP

TO: ALL CHILDREN'S RESIDENTIAL PROGRAM PROVIDERS

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

SUBJECT: **NOTICE OF TELE-INSPECTIONS**

Provider Information Notice (PIN) Summary

PIN 20-05-CRP 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 Department of Social Service's (DSS) authority under Governor Newsom's [March 4, 2020, Proclamation of a State of Emergency](#), DSS 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, CCLD will implement "tele-inspections" for pre-licensing inspections, case management inspections and 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 residents. Priority 1 complaints will continue to require an on-site inspection.

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 will require an on-site inspection.

- 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 now, 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.

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.

LPA's 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.