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July 15, 2020

PIN 20-16-CRP

TO: ALL LICENSED CHILDREN'S RESIDENTIAL LICENSEES
ALL CHILDREN'S RESIDENTIAL PROGRAM STAFF

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

SUBJECT: **CORONAVIRUS DISEASE 2019 (COVID-19) RESOURCES AND
TRAINING FOR CHILDREN'S RESIDENTIAL LICENSEES**

Provider Information Notice (PIN) Summary

PIN 20-16-CRP provides updated information and guidance from the California Department of Social Services (CDSS) regarding new, department-wide additions to COVID-19 resources and training recently made available to licensees of the Children's Residential Program (CRP).

A number of resources have become available to licensees since the COVID-19 pandemic began in California. CDSS remains committed to providing updated COVID-19 guidance as new information becomes available. CDSS has developed this Provider Information Notice (PIN) in an effort to combine available resources regarding COVID-19 and make them easily accessible to children's residential licensees. For ease of use, an infographic providing a one-page summary of the resources and trainings addressed within this PIN is attached.

Catalyst Provider Helpline (CPH)

The Catalyst Provider Helpline (CPH) launched in May 2020 to assist residential care providers in California and their clients with questions, and/or issues or challenges that they are experiencing.

CPH Analysts listen to callers' unique situations and assist in strategizing, providing guidance, information, and resources for resolution of their issue or challenge. CPH Analysts can provide up-to-date resources about state regulations, notices, and funding.

The confidential helpline is available 7 days a week from 8 a.m. to 8 p.m. at 1-833-99YOUTH (999-6884).

For more information, please email [Stacie Kinney](mailto:Stacie.Kinney@dss.ca.gov) at Stacie.Kinney@dss.ca.gov.

California Parent and Youth Helpline

CDSS is supporting Parents Anonymous in the launch of the new California Parent and Youth Helpline, which provides support and resource referrals to home-based caregivers, congregate caregivers, and youth in California. The service also extends to caregiving family members out of state concerned about a youth in California during the current COVID-19 pandemic.

The helpline is available 7 days a week from 8 a.m. to 8 p.m. by call or text at 1-855-4APARENT (855-427-2736) for services in English, Spanish and other languages.

For more information, please visit the [California Parent and Youth Helpline's website](#).

Seneca Family of Agencies

CDSS has contracted with the Seneca Institute for Advanced Practice to offer online COVID-19 Response Trainings to Group Home and Short-Term Residential Therapeutic Programs. The training is directed to assist administrators and direct care staff to manage stressors due to COVID-19. In addition, the training will offer ways to best serve and engage children and youth. Seneca provides high-quality education and training to employees and providers throughout California and nationwide.

To view and register for upcoming classes, please visit [Seneca's website](#).

For more information, please email [Seneca Family of Agencies](mailto:familyfinding@senecacenter.org) at familyfinding@senecacenter.org or contact Kevin King, Training Director, at 510-219-9972.

Flexible Foster Care Rates Playbook and Resources

CDSS recently provided counties with increased foster care rate flexibility to fund increased placement costs to meet the needs of children and families impacted by the COVID-19 crisis in its [All County Letter \(ACL\) 20-44](#). While Wraparound-informed practices and strategies continue to be available to counties, the COVID-19-specific rate flexibilities under Governor's Executive Order N-53-20 expired on June 30, 2020. To support this work, CDSS developed a Playbook and other resources focused on provision of intensive, in-home, Wraparound-informed practices and strategies to serve as a practical guide to address the unprecedented and ongoing changes and challenges for youth and families during the COVID-19 pandemic.

Playbook

The Playbook is a practical guide for child welfare agencies, behavioral health agencies, juvenile probation agencies, and service providers to understand and implement the foster care rates flexibility, Wraparound-informed practices and strategies, and other solutions to address the impacts and barriers of COVID-19.

Webinars

The webinars offer administrators and staff insight into how the flexible foster care rates can be used to best support children and families, including through Wraparound-informed practices and strategies, fiscal and programmatic partnerships across multiple systems, and claiming instructions.

For more information and access to webinars, the Playbook, and additional resources, please visit the [University of California, Davis Continuing and Professional Education – Human Services website](https://humanservices.ucdavis.edu/child-welfare) at <https://humanservices.ucdavis.edu/child-welfare>.

For information regarding flexible foster care rates, contact LOC@dss.ca.gov. For information regarding fiscal claiming, contact fiscal.systems@dss.ca.gov. For information on Wraparound-informed practice and services, contact WraparoundQuestions@dss.ca.gov. For information regarding Medi-Cal specialty mental health services, contact KatieA@dhcs.ca.gov.

Provider Information Notices

The [Provider Information Notices](#) (PINs) section of the Community Care Licensing Division's (CCLD) website houses both division-wide PINs that apply to all facility and program types and PINs that apply to specific facility and program types, and the administrator certification section. PINs are categorized as follows:

- Community Care Licensing Division (CCLD) (applies to all facility types)
- Adult and Senior Care (ASC) Program
- Child Care Program (CCP)
- Children's Residential Program (CRP)
- Home Care Services Bureau (HCS)

CDSS has issued several previous PINs that include additional COVID-19 resources for children's residential licensees: [PIN 20-06-CRP](#) Recommendations and Best Practices for Providers; [PIN 20-07-CRP](#) Trauma Informed Resources for Providers, Caregivers and Children; and [PIN 20-11-CCLD](#) Community Care Licensing Division Online Resources. Please refer to these PINs for additional resources.

Note: All PINs are available in English. Some PINs have been translated into other languages.

To access all PINs published by the Children's Residential Program, please visit the [Community Care Licensing Division's website](#) at

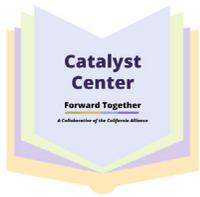
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<https://www.cdss.ca.gov/inforesources/community-care-licensing/policy/providerinformation-notices/childrens-residential>.

If you have any questions or need additional guidance regarding a PIN, please contact the Children's Residential Program Office at (916) 651-5380 or [via email](mailto:CRPOP@cdss.ca.gov) at CRPOP@cdss.ca.gov.

Attachment.

CORONAVIRUS RESOURCES AND TRAINING FOR CHILDREN'S RESIDENTIAL LICENSEES



[The Catalyst Center Provider helpline](#)

Call toll-free **1-833-99YOUTH (999-6884)**

On-demand, 7 days a week support, from 8AM to 8PM.

Up-to-date resources about state regulations, notices, and funding.

Live program analysts to respond to your technical assistance and referral needs.

For more information, contact youth@catalyst-center.org



[The California Parent and Youth Helpline](#)

Support and resource referrals to parent and youth during the current COVID-19 pandemic, 7 days a week from 8:00 a.m. to 8:00 p.m.

Call or text **1-855-4APARENT (855-427-2736)**



[Seneca Institute for Advanced Practice Classes](#)

The Seneca Institute for Advanced Practice provides high-quality, education and training to employees and providers throughout California and nationwide.

Seneca has developed COVID-19 training to support providers, including staff engagement with youth and families through trauma-informed practices.

Contact Kevin King, Training Director, for more information at 510-219-9972

[Click here for classes and registration](#)



[Flexible Foster Care Rates Playbook and Resources](#)

This Playbook is a practical guide for child welfare agencies and service providers to understand and implement Wraparound-informed strategies, recognize the flexible funding available on a short-term basis during the COVID-19 pandemic.

For information regarding flexible foster care rates, contact LOC@dss.ca.gov.

For information regarding fiscal claiming, contact fiscal.systems@dss.ca.gov.

For information on Wraparound-informed practice and services, contact WraparoundQuestions@dss.ca.gov.

For information regarding Medi-Cal specialty mental health services, contact KatieA@dhcs.ca.gov.



[Children's Residential Program Provider Information Notices](#)

Available Provider Information Notices (PIN) contain information and guidance from the California Department of Social Services (CDSS) regarding COVID-19 resources available to licensees of the different Community Care Licensing Division (CCLD) programs. Contact the Children's Residential Program at

CRPOPolicy@dss.ca.gov

[Click here to visit the California COVID-19 website](#)