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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
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GAVIN NEWSOM  
GOVERNOR

April 20, 2020

PIN 20-10-CCLD

TO: ADMINISTRATOR CERTIFICATION TRAINING PROGRAM VENDORS  
ADULT AND SENIOR CARE CERTIFIED ADMINISTRATORS  
ADULT AND SENIOR CARE PROGRAM LICENSEES  
CHILD CARE FACILITY LICENSEES  
CHILDREN'S RESIDENTIAL LICENSEES  
HOME CARE ORGANIZATION LICENSEES AND HOME CARE AIDES

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

SUBJECT: **WAIVER OF ADMINISTRATOR CERTIFICATION PROGRAM FEES,  
LICENSE FEES, AND HOME CARE AIDE REGISTRATION FEES AS A  
RESULT OF CORONAVIRUS DISEASE 2019 (COVID-19)**

**Provider Information Notice (PIN) Summary**

PIN 20-10-CCLD discusses the authority of the California Department of Social Services to waive application, license, home care aide registration fees, and administrator certification program fees for individuals or licensees experiencing economic hardship as a result of the COVID-19 emergency.

On March 4, 2020, the Governor declared a state of emergency due to Novel Coronavirus Disease 2019 (COVID-19). As a result of this health emergency, many California Department of Social Services (CDSS) licensees, applicants for licensure, registered home care aides, home care aide applicants, certified administrators, and administrator certification training program vendors may be experiencing financial hardships.

The Community Care Licensing Division (CCLD) is authorized by Government Code section 11009.5 to reduce or waive license fees, which includes but is not limited to certificate or registration fees, for individuals or businesses displaced or experiencing economic hardship as a result of a proclaimed or declared emergency.

Pursuant to Government Code section 11009.5, “displaced” means a condition in which the person or business is unable to return to the address of record or other address associated with the license before experiencing economic hardship.

“Economic hardship” means the inability to pay living or business expenses. Under the provisions of this law, licensees or individuals seeking a reduction or waiver of fees may submit a written request within one year of the proclaimed or declared emergency to the licensing agency.

Pursuant to the above authority, CCLD is accepting fee waiver requests from licensees and individuals. For renewals, CCLD is only accepting fee waiver requests for a license, certificate or registration expiring on or before June 30, 2020. **If you would like to request a fee waiver, please submit a written request that includes all of the following information to the applicable CCLD office or Administrator Certification Program email inbox noted at the end of this PIN:**

- a. Name of applicant, licensee, certified administrator, home care aide, or authorized representative for administrator certification program training vendor, as applicable;
- b. Requestor’s name and contact information;
- c. Facility or Home Care Organization number, vendor training program number for each vendor program, administrator certification number, or home care aide registration number;
- d. Which fee you are requesting be waived and the due date for the fee, if any;
- e. Statement explaining the economic hardship as a result of the COVID-19 emergency, including specific facts such as non-payment of rent by residents or fees by clients, extraordinary medical expenses, increased staffing costs, or other unanticipated costs as a direct result of COVID-19, and how this has resulted in economic hardship;
- f. A statement identifying what efforts have been made to address the economic hardship, e.g., insurance claims, applications to the Small Business Association, etc.;
- g. Supporting documentation that supports the statement of economic hardship;
- h. A statement as follows: “I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct;” and
- i. Date and signature.

CCLD will review your request and determine whether the request states sufficient facts or evidence to show displacement or economic hardship caused by the COVID-19 emergency. Waiver requests will be considered on a case-by-case basis. Waiver requests that are incomplete shall not be considered and shall be returned to the requestor. If the waiver request is denied, the requestor shall be notified in writing of the reasons for denial. If the waiver request is granted, CCLD will notify the requestor, and the waiver will be posted on the CDSS website.

Financial information provided by the requestor shall be kept confidential by CCLD to

the extent required by law. **Note: The waiver process in this PIN SUPERSEDES the Administrator Certification Section (ACS) delinquency fee waivers in [PIN-20-04-CRP](#) and [PIN 20-09-CCLD](#).** For delinquency fees on renewal applications that expire between March 2020 and June 2020, a fee waiver request must be submitted using the process in this PIN. This PIN does not affect the statewide fee waiver in place for Trustline application fees as described in [PIN 20-04-CCP](#).

Please submit your fee waiver request to the applicable CCLD office listed below. You may contact the applicable office if you have any questions about this PIN:

- Administrator Certification Section (email only)
  - Administrators: [ACSAdminCertInfo@dss.ca.gov](mailto:ACSAdminCertInfo@dss.ca.gov)
  - Vendors: [ACSVendorInfo@dss.ca.gov](mailto:ACSVendorInfo@dss.ca.gov) (Note: Vendors must submit a separate fee waiver request for each vendor program and facility type.)
- [Adult and Senior Care Regional Offices](#)
- [Child Care Regional Offices](#)
- [Children's Residential Regional Offices](#)
- [Home Care Services Bureau](#)

### **Additional Resources**

Supporting the financial health and ongoing viability of the CDSS provider community is of critical concern for the CCLD. The following resources are available to assist licensees that have experienced economic impacts due to COVID-19:

- [California Coronavirus \(COVID-19\) Response](#) provides information on:
  - Financial assistance related to mortgages and other relief from financial institutions ([Get Financial Help](#))
  - Tax relief for small businesses, small business loans, etc. ([Businesses and Employers](#)).
- For licensees renting or leasing the building in which their facility or organization is located, additional relief and protections may be available pursuant to the [Governor's Executive Order N-28-20](#).
- The federal government and California have instituted programs to provide lending assistance to small businesses that may be of substantial benefit to licensees during the COVID-19 emergency. Information and resources can be found at:
  - Federal assistance through the [CARES Act](#) expands the Small Business Administration (SBA) 7(a) loan program known as the "[Paycheck Protection Program](#)" (PPP);
  - SBA's Economic Injury Disaster Loan Program for COVID-19 (EIDL) [SBA Disaster Loan Assistance](#); and
  - California's Office of Business and Economic Development [Financial and Technical Assistance for Small Business \(COVID-19\)](#).

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If you have any questions regarding this PIN, please contact your local Regional Office or other designated CCLD contact indicated in this PIN.