April 23, 2018

TO: ALL CONTINUING CARE RETIREMENT COMMUNITY (CCRC) PROVIDERS

FROM: PAMELA DICKFOSS
Deputy Director
Community Care Licensing Division

SUBJECT: CCRC RESIDENT RIGHT TO SUBMIT A COMPLAINT

Provider Information Notice (PIN) Summary

This PIN serves to remind providers of a CCRC resident right to submit a complaint to the Continuing Care Branch within the California Department of Social Services, Community Care Licensing Division.

To assist resident(s) of a CCRC in exercising their right to submit a complaint, the Continuing Care Branch developed and posted the Fact Sheet titled Residents Rights to Submit a Complaint. The Branch posted the attached Fact Sheet to their website at http://www.cdss.ca.gov/inforesources/Community-Care/Continuing-Care and on the Community Care Licensing Division PIN page.

If you have any questions regarding CCRCs, please contact Evon Lenerd, Chief of the Continuing Care Branch at (916) 651-9363 or (916) 654-0591.