



CDSS

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

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June 30, 2017

PIN 17-07.1-CCLD  
(Supersedes PIN 17-07-CCLD)

TO: ALL COMMUNITY CARE LICENSEES

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

SUBJECT: **REGISTER OF FACILITY CLIENTS/RESIDENTS, FORM LIC 9020 AND 9020A**

**Provider Information Notice (PIN) Summary**

PIN 17-07.1-CCLD announces the release of a new Register of Facility Residents-Residential Care Facilities for the Elderly (RCFE) form (LIC 9020A) and revisions to the existing Register of Facility Clients/Residents form (LIC 9020). This PIN supersedes PIN 07-07-CCLD previously issued on this subject.

The California Department of Social Services has released a new Register of Facility Residents form ([LIC 9020A](#)) for use in RCFEs. This form provides a convenient way for licensees to track the language(s) read by, and other pertinent information in regard to, each resident. Additionally, the new form assists licensees in complying with the requirement to post resident personal rights. Pursuant to Health and Safety Code section [1569.267\(c\)](#), facilities must post residents rights in English and in any other language(s) in which at least 5% of the residents can only read that other language(s).

The existing Register of Facility Clients/Residents form ([LIC 9020](#)) has been updated and may continue to be used in all other Community Care Licensing Division (CCLD) facility types that are subject to the requirement to have a register of facility clients or residents.

**Please note that the register of facility clients or residents should not be posted in public areas of a facility. The register contains confidential information.**

Both forms are available on the CDSS [website](#).

If you have any questions, please contact your Adult and Senior Care [Regional Office](#) or Children's Residential [Regional Office](#).