



CDSS

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

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EDMUND G. BROWN JR.
GOVERNOR

April 23, 2018

PIN 18-03-ASC-CCR

TO: ALL CONTINUING CARE RETIREMENT COMMUNITY (CCRC) PROVIDERS

FROM: *Original signed by Pamela Dickfoss*
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.