



# Home Care Services Consumer Protection Act

Stakeholders Meeting  
August 27, 2015

# The GoToMeeting Attendee Interface

The screenshot displays the GoToMeeting Attendee Interface. The main window, titled "GoToMeeting Viewer", shows a "Meet Now" screen with the following information:

- Organizer:** GoToMeeting Training Team | **Presenter:** GoToMeeting Training Team
- Audio:** Use your microphone and speakers (VoIP) or call in using your telephone.
- United States:  
Access Code:  
Audio PIN:

The interface includes a vertical toolbar on the right with icons for audio, video, and chat. A floating "Audio" control panel is overlaid on the right side, featuring the following options:

- Audio Mode:**  Use Telephone (with an "Edit" dropdown) and  Use Mic & Speakers
- Dial:** (input field)
- Access Code:** (input field)
- Audio PIN:** (input field)

Below the audio controls is a "Questions" section with a text input area and a "Send" button. At the bottom of the floating panel, the "Webinar ID: 850-780-150" and the "GoToWebinar™" logo are displayed.

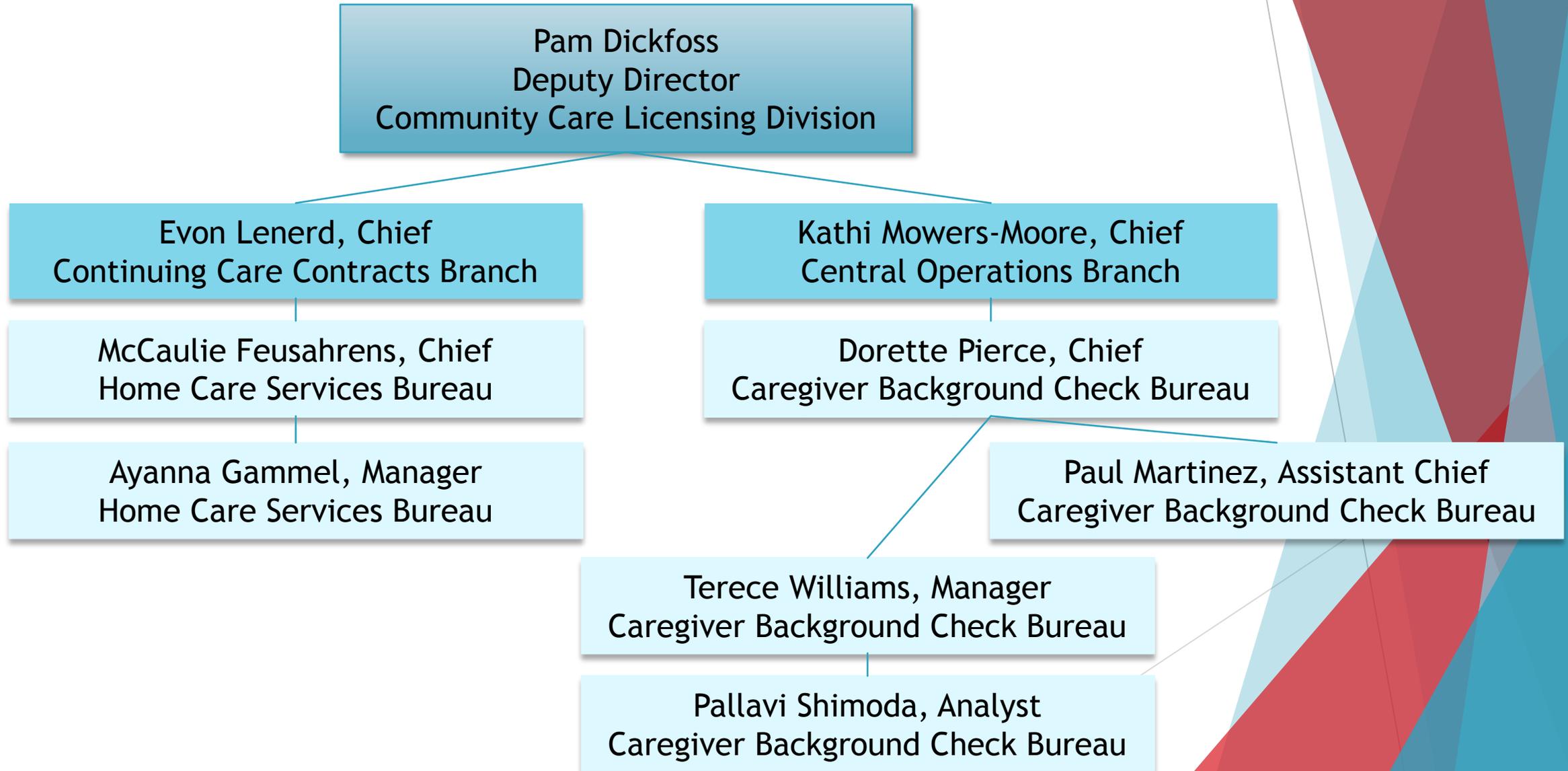
The Windows taskbar at the bottom shows the Start button, icons for Explorer, Internet Explorer, Chrome, and Mail, and a system tray with the time 9:01 AM on 12/1/2010.

# GoToMeeting Control Panel



- Expand & collapse your Panel
- Audio: Use your microphone and speakers **or** Call in by telephone.
  - Select “Use Telephone” **OR** “Use Mic & Speakers”
  - Dial: (646) 307-1706
  - Access Code: 653-273-063
  - Audio PIN: Not required
- Chat/Questions: Submit a question or comment and receive responses

# Home Care Services Consumer Protection Act Implementation Team



# Objectives

- ▶ Updates
- ▶ Overview of HCO Application Package
- ▶ Record Requirements
- ▶ Wrap Up/Next Steps

# Updates

# Updates

- ▶ Fingerprinting
- ▶ Hiring
- ▶ Written Directives/Regulations
- ▶ Satellite Location(s)
- ▶ Fees

# HCO Application Package

# Forms Website Location

► <http://www.cdss.ca.gov/cdssweb/default.htm>

The screenshot shows the homepage of the California Department of Social Services (CDSS). At the top left is the CA.GOV logo and the text 'Department of SOCIAL SERVICES CDSS'. To the right is a search bar with a 'GO' button and radio buttons for 'This Site' (selected) and 'California'. Below the logo is a navigation menu with items: 'Find Services', 'Care Providers', 'Forms/Brochures' (circled in green), 'Program Rules', 'Reports', 'Policy/Planning', and 'Fiscal/Funding'. On the left side, there is a profile for 'Office of Governor Edmund G. Brown Jr.' with a 'Visit his Website' link and a list of links: 'About CDSS', 'CDSS Websites', 'Report Abuse', 'Report Fraud', 'File a Complaint', 'Hearings and Appeals', 'Site Map', and 'Self-Help Center'. Below this is another list: '2011 Realignment', 'Budget and Fiscal News', 'CWS Improvements', 'Public Records Guidelines', and 'Supporting Father Involvement'. The main content area features three sections: 1. 'FORMER FOSTER YOUTH YOUR HEALTH CARE IS FREE UNTIL AGE 26!' with a paragraph about the Affordable Care Act and a link to 'Apply Now'. 2. 'CALIFORNIA'S CHILD WELFARE CONTINUUM OF CARE REFORM' with links to 'A report to the California Legislature', 'AB 403', and 'AB 403 Fact Sheet'. 3. 'IF YOU SEE SOMETHING, LET US NO!' with a paragraph about filing a complaint and a link to 'More information'. The bottom right section features a photo of Will Lightbourne, Director, with links to 'Welcome Message', 'Director's Biography', and 'Media Center'. Below this are social media icons for Facebook and Twitter, and two boxes: 'Find Care Facilities including child care and assisted living' and 'Jobs at CDSS'. At the very bottom right are links for 'Career Opportunities', 'Examination Information', and 'CDSS Job Vacancies'.

# Forms Website Location (cont'd)

The screenshot shows the CDSS website interface. At the top left is the CA.GOV logo and the Department of Social Services CDSS. A navigation bar contains links for Find Services, Care Providers, Forms/Brochures, Program Rules, Reports, Policy/Planning, and Fiscal/Funding. Below this is a sub-menu with 'Forms - Alphabetic List', 'Forms - by Program' (highlighted with a red circle), 'Translated Forms and Publications', and 'How to Order Forms'. On the left is a sidebar with a profile of Governor Edmund G. Brown Jr. and a list of links including 'About CDSS', 'CDSS Websites', 'Report Abuse', 'Report Fraud', 'File a Complaint', 'Hearings and Appeals', 'Site Map', 'Self-Help Center', '2011 Realignment', 'Budget and Fiscal News', 'CWS Improvements', 'Public Records Guidelines', and 'Supporting Father Involvement'. The main content area features three sections: 'FORMER FOSTER YOUTH YOUR HEALTH CARE IS FREE UNTIL AGE 26!', 'CALIFORNIA'S CHILD WELFARE CONTINUUM OF CARE REFORM' (with links to a report and fact sheet), and 'IF YOU SEE SOMETHING, LET US NO!' (with a hotline number and link). On the right, there is a profile of Will Lightbourne, Director, with links to his welcome message, biography, and media center, along with social media icons for Facebook and Twitter. At the bottom right are links for 'Find Care Facilities', 'Jobs at CDSS', and 'Career Opportunities'.

CA.GOV Department of SOCIAL SERVICES CDSS

Skip to: [Content](#) | [Footer](#) | [Accessibility](#) Search  GO  This Site  California

[Find Services](#) [Care Providers](#) [Forms/Brochures](#) [Program Rules](#) [Reports](#) [Policy/Planning](#) [Fiscal/Funding](#)

[Forms - Alphabetic List](#) [Forms - by Program](#) [Translated Forms and Publications](#) [How to Order Forms](#)

Office of Governor  
**Edmund G. Brown Jr.**  
[Visit his Website](#)

»» [About CDSS](#)  
»» [CDSS Websites](#)  
»» [Report Abuse](#)  
»» [Report Fraud](#)  
»» [File a Complaint](#)  
»» [Hearings and Appeals](#)  
»» [Site Map](#)  
»» [Self-Help Center](#)

»» [2011 Realignment](#)  
»» [Budget and Fiscal News](#)  
»» [CWS Improvements](#)  
»» [Public Records Guidelines](#)  
»» [Supporting Father Involvement](#)

**FORMER FOSTER YOUTH YOUR HEALTH CARE IS FREE UNTIL AGE 26!**  
The Affordable Care Act requires states to provide young people under 26 with free health care if they were in foster care at age 18 or older. There is no open enrollment period for Medi-Cal and you can apply anytime of the year. [Apply Now](#)

**CALIFORNIA'S CHILD WELFARE CONTINUUM OF CARE REFORM**  
[A report to the California Legislature](#)  
[AB 403](#)  
[AB 403 Fact Sheet](#)

**IF YOU SEE SOMETHING, LET US NO!**  
Call our telephone hotline at 1-844-LET US NO (1-844-538-8766) to file a complaint regarding a State licensed child care or community care facility. [More information](#)

**ADOPTEE, BIRTH PARENTS, SIBLINGS OF ADOPTees**  
Are you looking for one another? [We can help!](#)

Will Lightbourne, Director  
[Welcome Message](#)  
[Director's Biography](#)  
[Media Center](#)

[f](#) [t](#)

**Find Care Facilities**  
including child care and assisted living

**Jobs at CDSS**

[Career Opportunities](#)  
[Examination Information](#)  
[CDSS Job Vacancies](#)

# Forms Website Location (cont'd)



Skip to: [Content](#) | [Footer](#) | [Accessibility](#)

- CDSS
- Find Services
- Care Providers
- Forms/Brochures
- Program Rules
- Reports
- Policy/Planning
- Fiscal/Funding

Forms - [Alphabetic List](#) | [Forms - by Program](#) | [Translated Forms and Publications](#) | [Notices of Action](#) | [How to Order Forms](#)



## Forms - Alphabetic List

Click on one of the following links to view forms whose form number begins with the corresponding

[A-D](#) [E-H](#) [I-L](#) [M-P](#) [Q-T](#) [U-Z](#)

Don't know the number of the form you need? See [Forms - Listed by Program](#)

- > [About CDSS](#)
- > [CDSS Websites](#)
- > [Report Abuse](#)
- > [Report Fraud](#)
- > [File a Complaint](#)
- > [Hearings and Appeals](#)
- > [Site Map](#)
- > [Self-Help Center](#)

- > [Forms - by Program](#)
- > [How to Order Forms](#)
- > [Translated Forms and Publications](#)

# Forms Website Location (cont'd)



## On-line Forms and Publications I - L

[L](#) [I](#) [J](#) [K](#) [L](#)

Problems with downloading forms? Click here: [Tips for Using Adobe PDF Files](#)

### I FORMS

- [ICPC 100A \(8/01\) - Interstate Compact Placement Request](#)
- [ICPC 100B \(8/01\) - Interstate Compact Report On Child's Placement Status](#)

[Top](#)

### K FORMS

- [KG 1 \(12/11\) - Kin-GAP Mutual Agreement For 18 Year Olds](#)
- [KG 2 \(1/11\) - Statement Of Facts Supporting Eligibility For Kinship Guardianship Assistance Payment \(Kin-GAP\) Program](#)
- [KG 3 \(12/11\) - Kin-GAP Mutual Agreement For Nonminor Former Dependents](#)
- [KG 4 \(2/14\) - Kinship Guardianship Assistance Payment \(Kin-GAP\) Program - Nonrecurring Legal Guardianship Expenses Agreement](#)
- [KG 5 \(2/14\) - Kinship Guardianship Assistance Payments \(Kin-GAP\) Program Nonrecurring Legal Guardianship Expenses Form](#)

[Top](#)

### L FORMS

- [LIC 102 \(9/99\) - Sanitation Inspection Request](#)
- [LIC 107 \(9/00\) - Applicant Fingerprint Follow-Up Request](#)

- [About CDSS](#)
- [CDSS Websites](#)
- [Report Abuse](#)
- [Report Fraud](#)
- [File a Complaint](#)
- [Hearings and Appeals](#)
- [Site Map](#)
- [Self-Help Center](#)

- [On-line Forms and Publications A - D](#)
- [On-line Forms and Publications E - H](#)
- [On-line Forms and Publications M - P](#)
- [On-line Forms and Publications Q - T](#)
- [On-line Forms and Publications U - Z](#)

# Section A Forms

- ▶ [HCS 200: Application for a Home Care Organization License](#)
- ▶ [HCS 215: Licensee Applicant Information](#)
- ▶ [HCS 308: Designation of Home Care Organization Responsibility](#)
- ▶ [HCS 309: Partnership/Corporation/Limited Liability Company Organization Structure](#)
- ▶ [HCS 402: Employee Dishonesty Bond](#)
- ▶ [HCS 508: Criminal Record Statement](#)
- ▶ [HCS 9165: Board of Directors Statement](#)

# Section B Documents

- ▶ Partnership Agreement/Articles of Incorporation/Articles of Organization
- ▶ Job Descriptions (each position)
- ▶ Personnel Policies
- ▶ Training Plan
- ▶ Home Care Organization Program Description
- ▶ Insurance Information

# Application Instructions

- ▶ [HCS 281: Applications Instructions for a Home Care Organization](#)
- ▶ Submission
  - ▶ Mail original application package to the Home Care Services Bureau
    - ▶ Don't forget to keep a copy in your administrative files!

# Record Requirements

# Personnel Records

Requirement- The following documents must be kept in each employee's file at the licensed Home Care Organization in which they report to.	Health and Safety Code Section	Form Number (If Any)
<input type="checkbox"/> Personnel Record ➤ Required in Licensee, Affiliated Home Care Aide, Staff, & Volunteer Records	1796.37(a)(12)	HCS 501
<input type="checkbox"/> TB Clearance ➤ Required in Affiliated Home Care Aide Records	1796.43(a)(2)	
<input type="checkbox"/> For employees that are required to be fingerprinted (employees with access to clients or client information): <ul style="list-style-type: none"> <li><input type="checkbox"/> A signed statement regarding their criminal record history</li> <li><input type="checkbox"/> Documentation of a criminal record clearance, exemption, or transfer received from the Caregiver Background Check Bureau.</li> <li><input type="checkbox"/> All communication received from the Caregiver Background Check Bureau including denials, exemptions needed requests, closures, revocations, forfeitures, and renewal letters.</li> </ul> ➤ Required in Licensee, Affiliated Home Care Aide, Staff, & Volunteer Records	1796.43(a)(1)	LIC 508

# Personnel Records (cont'd)

Requirement- The following documents must be kept in each employee's file at the licensed Home Care Organization in which they report to.	Health and Safety Code Section	Form Number (If Any)
<input type="checkbox"/> Training verification log and documentation of successful completion of training	1796.44 (a)-(c), 1796.37(a)(12)	
<input type="checkbox"/> A signed statement acknowledging requirement to report suspected abuse of dependent adults and elders <ul style="list-style-type: none"> <li>➤ Required in Licensee, Affiliated Home Care Aide, Staff, Volunteer Records</li> </ul>	1796.37 (a)(12), 1796.42(e), 1796.44(c)(3)	SOC 341A
<input type="checkbox"/> Proof of completion of the Department orientation <ul style="list-style-type: none"> <li>➤ Required in Licensee Records</li> </ul>	1796.37 (a)(7)	

# Administrative Records

Requirement- The following administrative records must be kept at each licensed Home Care Organization.	Health and Safety Code Section	Form Number (If Any)
<input type="checkbox"/> Certificate of insurance for a valid workers compensation policy	1796.37(b)(3)	
<input type="checkbox"/> Valid employee dishonesty bond, including third-party coverage, with a minimum of ten thousand dollars (\$10,000)	1796.37(b)(4)	HCS 402
<input type="checkbox"/> Certificate of insurance for a general and professional liability insurance policy in the amount of at least one million dollars (\$1,000,000) per occurrence and three million dollars (\$3,000,000) in the aggregate	1796.37(b)(2)	
<input type="checkbox"/> Program Description- a general overview of the program and services provided	1796.37 (a)(12)	HCS 281
<input type="checkbox"/> Documentation from the Department of any waivers and exceptions (if applicable)	1796.37 (a)(12)	HCS 971
<input type="checkbox"/> Suspected abuse reports (if applicable)	1796.42 (e)	SOC 341
<input type="checkbox"/> Application documents submitted to the Department	1796.37 (a)(12)	See Slides 13 and 14

# Posting Requirements

Requirement- The following must be posted in a conspicuous location, visible both to clients and affiliated home care aides.	Health and Safety Code Section	Form Number (If Any)
<input type="checkbox"/> Business hours	1796.42 (a)	
<input type="checkbox"/> Home Care Organization License	1796.42 (a)	HCS 203

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# Questions

# Next Steps

# References

- ▶ Home Care Services Bureau  
<http://www.cclld.ca.gov/PG3654.htm>
- ▶ Caregiver Background Check Bureau  
<http://www.cclld.ca.gov/PG399.htm>
- ▶ Health and Safety Code  
[http://leginfo.legislature.ca.gov/faces/codes\\_displayexpandedbranch.xhtml](http://leginfo.legislature.ca.gov/faces/codes_displayexpandedbranch.xhtml)

# Acronyms

Acronym	Term
AB	Assembly Bill
CBCB	Caregiver Background Check Bureau
CCLD	Community Care Licensing Division
CDPH	California Department of Public Health
CDSS	California Department of Social Services
DDS	Department of Developmental Services (California)
DOJ	Department of Justice (California)
DRA	Domestic Referral Agency
EM	Evaluator Manual
FAQ	Frequently Asked Questions
H&SC	Health and Safety Code
HCA	Home Care Aide
HCO	Home Care Organization
HCS	Home Care Services
HCSB	Home Care Services Bureau
HCSCPA	Home Care Services Consumer Protection Act
IHSS	In Home Supportive Services
LPA	Licensing Program Analyst
RO	Regional Office
SB	Senate Bill
TL	TrustLine

# Contact Us

For more information regarding the Home Care Services Consumer Protection Act, please contact the Home Care Services Bureau by e-mail at [HCSB@dss.ca.gov](mailto:HCSB@dss.ca.gov) or by telephone at (916) 657-3570.