

# Home Care Services Consumer Protection Act

Stakeholder Meeting  
June 30, 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:

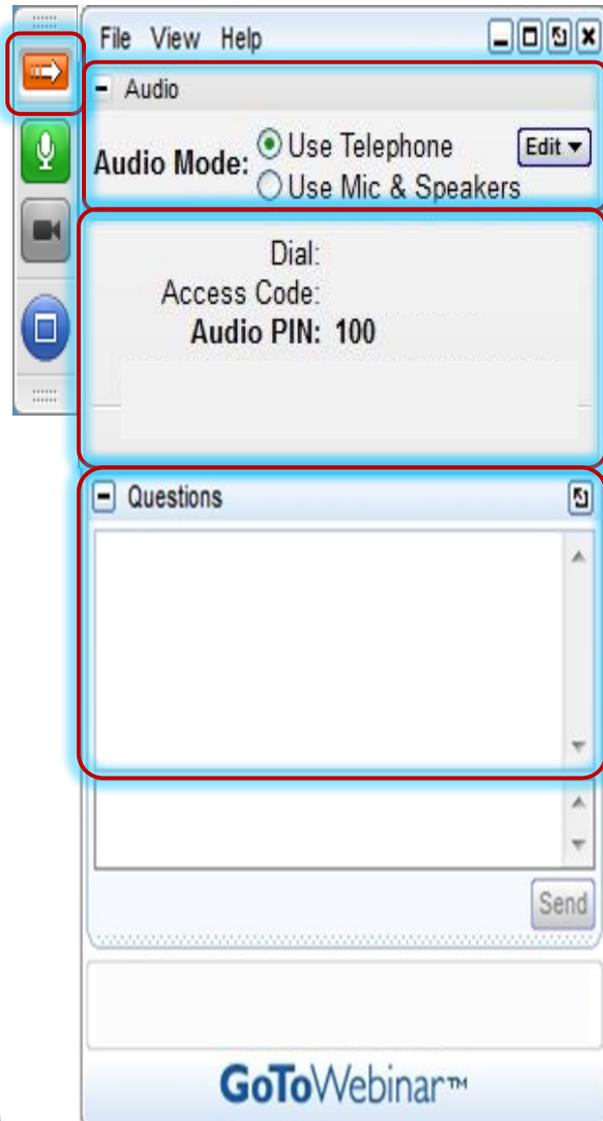
- Organizer: GoToMeeting Training Team | Presenter: GoToMeeting Training Team
- Audio: **Call in using your telephone**
- United States:
- Access Code:
- Audio PIN:

The interface includes a "Webcams" dropdown menu and a "Waiting to view GoToMeeting Training Team's screen" message. A vertical toolbar on the right contains icons for audio, video, and chat. A "GoToWebinar" control panel is overlaid on the right side, featuring:

- File View Help menu
- Audio section with "Audio Mode" options:  Use Telephone (with an "Edit" button) and  Use Mic & Speakers.
- Dial: Access Code: Audio PIN: 100
- Questions section with a text input field and a "Send" button.
- GoToWebinar™ logo at the bottom.

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

# GoToMeeting Control Panel



- Expand & collapse your Panel
- Audio: Call in by Conference Call
  - Select “Use Telephone”
  - Dial: **888-278-0296**
  - Access Code: **1903429**
  - Audio PIN: Input your unique PIN
- Chat/Questions: Submit a question or comment and receive responses

# Home Care Services Consumer Protection Act Implementation Team

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# Agenda

- ❖ Follow Up Questions from Last Stakeholder Meeting
  - Fingerprint Submissions
  - Home Care Aide Registry
  - Exemption and Clearance Transfers
- ❖ Independent Aide Requirements
- ❖ Question and Answer Session
- ❖ Next Steps

# Follow-Up Fingerprint Submission Questions

When can fingerprints and applications be submitted for affiliated Home Care Aides?

- Fingerprints cannot be submitted until a facility number has been issued to the HCO
- Fingerprints will be submitted at the time of application
- Please do not submit fingerprints at this time

# Follow-Up Home Care Aide Registry Questions

- ❖ How will consumers search or access information about a home care aide's registration?
- ❖ What information will be displayed on the Registry?



Search

Registration

Renewal

Help & FAQ

### Registry Search

Aide's First Name

Aide's Last Name

Aide's PER ID

Search

SAMPLE



Search

Registration

Renewal

Help & FAQ

[Go back](#)

### Registry Search Details

First Name	Last Name	Registration#	Status	Expiration Date
MARCUS	BUTLER	1234567891	CLEARED	06/11/2015

### Affiliations

Independent

SAMPLE



Search

Registration

Renewal

Help & FAQ

[Go back](#)

### Registry Search Details

First Name	Last Name	Registration#	Status	Expiration
BRAD	AUSTIN	4444444444	PENDING	PENDING

### Affiliations

Number 222222222

Name still testing

Address other address

Phone Number 1234567890

# Follow-Up Home Care Aide Registry Questions (cont'd)

- ❖ Why will the Home Care Organization address be displayed?

This is the information displayed on the CCLD Transparency Site

- ❖ What type of identification is required for Home Care Aides to apply for registration?

A valid California driver's license, a valid identification card issued by the DMV, a valid Alien Registration Card, and for individuals living in a state other than California, a valid numbered photo identification card issued by an agency of the state other than California

(Health and Safety Code 1796.22)

[Download Data](#)[State Offices](#)[FAQ](#)[Glossary](#)

### Announcements

**New:** Inspection Reports on facilities are now available.

**New:** Search by facility number.

**New:** Use the "Stay Updated" button to subscribe and receive e-mail alerts of facility changes.

### Select Group

Welcome to the CCLD Facility Search. Please start your search by selecting a facility group you are looking for.

[Foster Family Agencies](#)[24 Hour Residential Care for Children](#)[Adult Residential and Daycare](#)[Elderly Assisted Living](#)[Child Care](#)[All Facility Types](#)[Community Care Licensing Division](#)**Pam Dickfoss**

### Facility Groups FAQ

- [Where can I find the facility definitions?](#)
- [Where can I find out more about how facilities are regulated in California?](#)

### Disclaimer

#### Questions about this website contact:

- Email: [cclwebmaster@dss.ca.gov](mailto:cclwebmaster@dss.ca.gov)

This CCLD Facility Search website has been compiled to provide the public with important information regarding facilities licensed by the Community Care Licensing Division of the California Department of Social Services. Every effort has been made to ensure that the data provided is accurate and up-to-date. However, in our quickly changing environment, the information may become stale and inaccurate at any point in time. Therefore, this information should serve as an initial point of inquiry regarding the status of licensed facilities. Additional information about a particular facility is available from the appropriate licensing office.



### Search

Please start your search by selecting one or more of the available criteria below.

**Facility Type:** Residential Care for the Elderly Continuing

**AND one of the following:**

**Facility Name:**

**Street:**

**City:**

**Zip code:**

**County:** Select a county

**OR search directly by:**

**Facility Number:** 455002511

[ [Change Facility Group](#) ]

### Search FAQ

- What is the best way to search?
- Where can I find the definitions of the facility types?
- I am looking for Foster Family Homes. Why can't I find them.
- Why can't I find the addresses for Small Family Child Care homes (less than 8 children)?
- Why can't I see or search on street addresses for Large Family Child Care Homes?
- Why can't I get a list of Small Family Child Care homes?
- How often is the data updated?

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Download Data

State Offices

FAQ

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Facility Detail

PACIFIC HEIGHTS

Stay Updated

Status: Licensed

Lic. Date: 12/17/2013

Address:

4554 BIG HORN DRIVE
REDDING, CA 96002
Licensee Name: DAVIS, LINDA

Phone: (530) 221-2817

Facility Number: 455002511

Facility Capacity: 6

Facility Type: RESIDENTIAL CARE ELDERLY

State Licensing Office Contact Information

Address: 520 COHASSET RD., STE. 170
CHICO, CA 95926

Phone: (530) 895-5033

[Back] [New Search] [Email Facility Info]

All Visits

Citations

Inspections

Complaints

Other Visits

View Location

Inspection Reports

# of Visits: 6

All Visit Dates: 05/13/2015, 05/08/2015, 09/25/2014, 08/29/2014, 07/22/2014, 12/10/2013

Facility Detail FAQ

- I have questions about this facility. Where can I get the answers?
Where can I find out more about how facilities are regulated in California?
Why does it show "No date on file" for a license date?
What does "Pending" status mean?
What does a "Revocation Action Pending" mean?
What does "License Suspended" mean under License Status?
What does "Probation" mean?
What is a Type A Citation?
What is a Type B Citation?
What is the Facility Evaluation Report
Why can't I see reports prior to April 16, 2015?
How soon after a visit will a report appear on this site?
Can I send this information to an email?
Can I sign up for an email subscription about a facility I am interested in?
Can I sign up for more than one email subscription?
How do I unsubscribe from the mailing list for the facility(s) I have chosen?

# Follow-Up Transfer Questions

❖ Is a new background check required with a transfer request? **No**

❖ Will each facility be notified of subsequent criminal history? **Yes**

❖ What can be transferred and is there anything that cannot be transferred?

**Exemptions and Clearances**

# Independent Aide Requirements

- ❖ **Registration on the HCA Registry**  
Optional
- ❖ **Application, Renewal and Fees**  
Same as affiliated aides
- ❖ **Criminal Record Background Check**  
Same as affiliated aides
- ❖ **Training and TB Test Requirements**  
None
- ❖ **Complaints**  
No statutory authority to investigate

**Questions ?????**

# Next Steps

The background features a complex, abstract design of overlapping, semi-transparent blue polygons in various shades, ranging from light sky blue to deep navy blue. The shapes are primarily located on the right side of the frame, creating a sense of depth and movement. The overall aesthetic is clean, modern, and professional.

# 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: Division 2, Chapter 13  
[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) 657-2592.