



Home Care Services Consumer Protection Act

Stakeholders Meeting: Satellite Discussion
September 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:

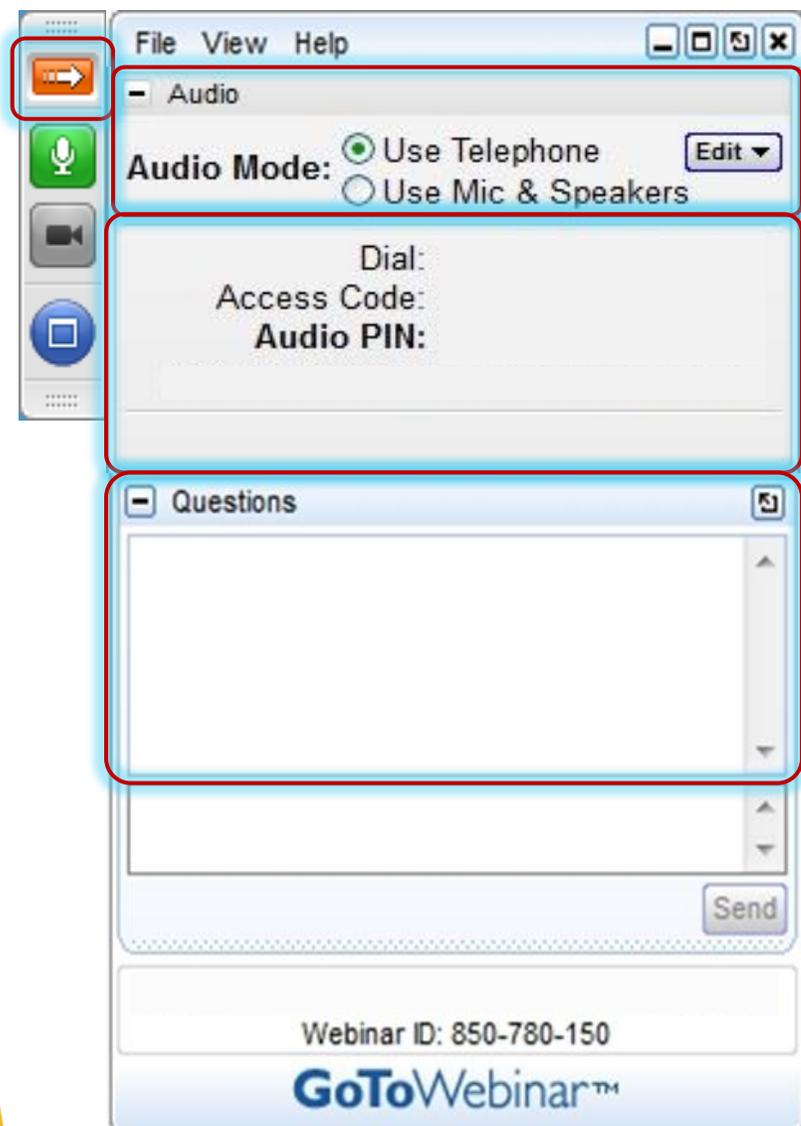
- Organizer:** GoToMeeting Training Team | **Presenter:** GoToMeeting Training Team
- Audio:** Use your microphone and speakers (VoIP) or call in using your telephone.
- United States:**
 - Access Code:
 - Audio PIN:

The Citrix logo is visible in the bottom left corner of the main window. A vertical toolbar on the right side of the main window contains icons for audio, video, and chat. Overlaid on the right is a "GoToWebinar" control panel with the following sections:

- File View Help** (Menu)
- Audio** (Section)
 - Audio Mode:** Use Telephone (selected) Use Mic & Speakers
 - Dial:** [Field]
 - Access Code:** [Field]
 - Audio PIN:** [Field]
- Questions** (Section)
 - [Text input field]
 - [Send button]
- Webinar ID:** 850-780-150
- GoToWebinar™** (Logo)

The Windows taskbar at the bottom shows the Start button, icons for File Explorer, Internet Explorer, Google Chrome, and Outlook, along with system tray icons for network, volume, and the date/time (9:01 AM, 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

Satellite Location Discussion

Discussion Objectives

- ▶ Key criteria based on prior surveys/discussions
- ▶ Requesting descriptions of locations that DO NOT fit this criteria
- ▶ Discussion Facilitation
 - ▶ Type “I’m Different” into question/chat box
 - ▶ Open lines to communicate the differences

Satellite Location Key Criteria

1. HCO headquarters must be licensed
2. No records stored on site at the satellite location
 - Timecards, Paychecks, Personnel Files, Applications, Training Materials, etc.
3. Not staffed full-time
4. No client communication/records
 - Phone, in person, or electronic

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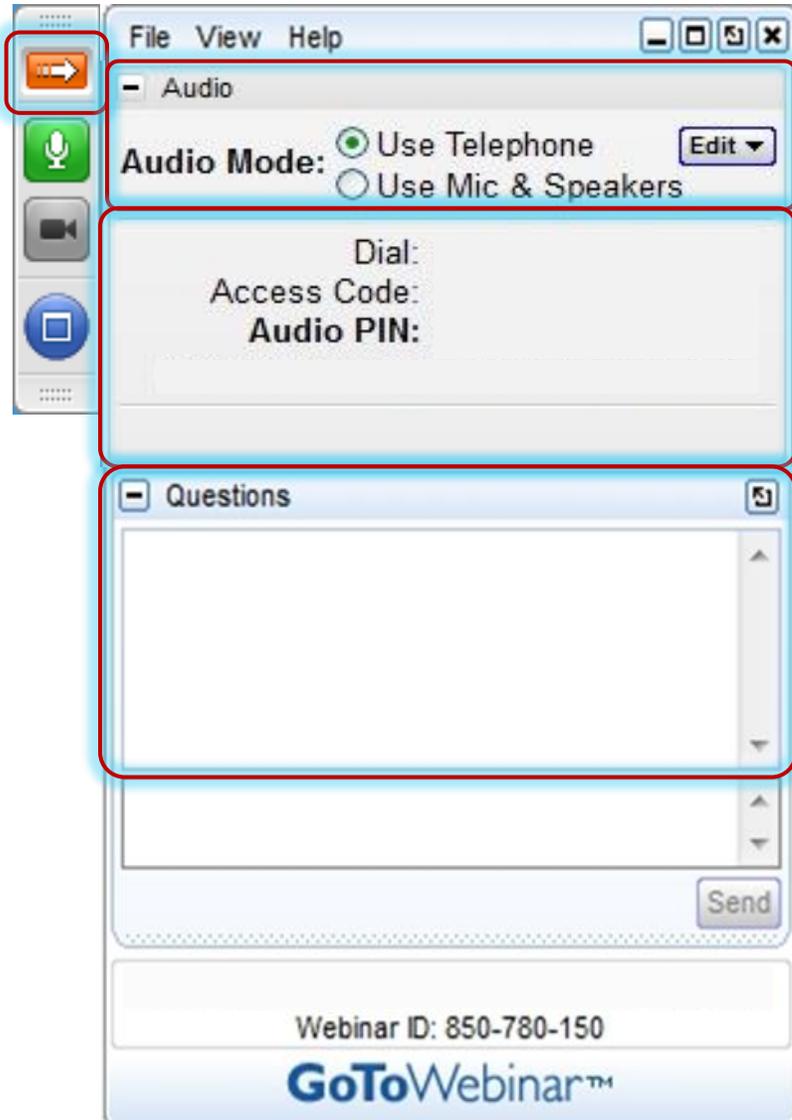
- Organizer:** GoToMeeting Training Team | **Presenter:** GoToMeeting Training Team
- Audio:** Use your microphone and speakers (VoIP) or call in using your telephone.
- United States:**
 - Access Code:
 - Audio PIN:

The interface includes a "Computer" icon in the top left and a "Webcams" dropdown menu. A vertical toolbar on the right contains icons for audio, video, and chat. A floating "Audio" control panel is overlaid on the right side, featuring the following elements:

- Menu: File View Help
- Section: Audio
- Audio Mode: Use Telephone (with an "Edit" button) and Use Mic & Speakers
- Fields: Dial, Access Code, and Audio PIN
- Section: Questions (with a "Send" button)
- Webinar ID: 850-780-150
- GoToWebinar™ logo

The Windows taskbar at the bottom shows the Start button, icons for Explorer, Internet Explorer, Chrome, and Mail, along with system tray icons for network, volume, and the date/time (9:01 AM, 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: (631) 992-3221
 - Access Code: 829-392-199
 - Audio PIN: Input your unique pin
- Chat/Questions: Submit a question or comment and receive responses

Home Care Services Consumer Protection Act Implementation Team: Executive

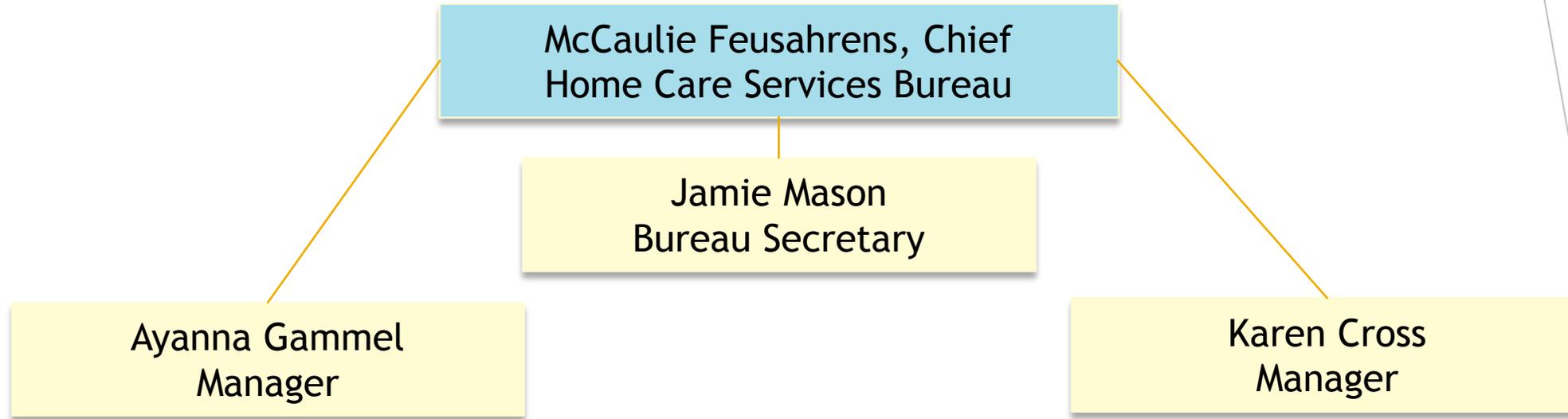
Pam Dickfoss
Deputy Director
Community Care Licensing Division

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graph TD; A["Pam Dickfoss  
Deputy Director  
Community Care Licensing Division"] --- B["Evon Lenerd, Chief  
Continuing Care Contracts Branch"]; A --- C["Kathi Mowers-Moore, Chief  
Central Operations Branch"]
```

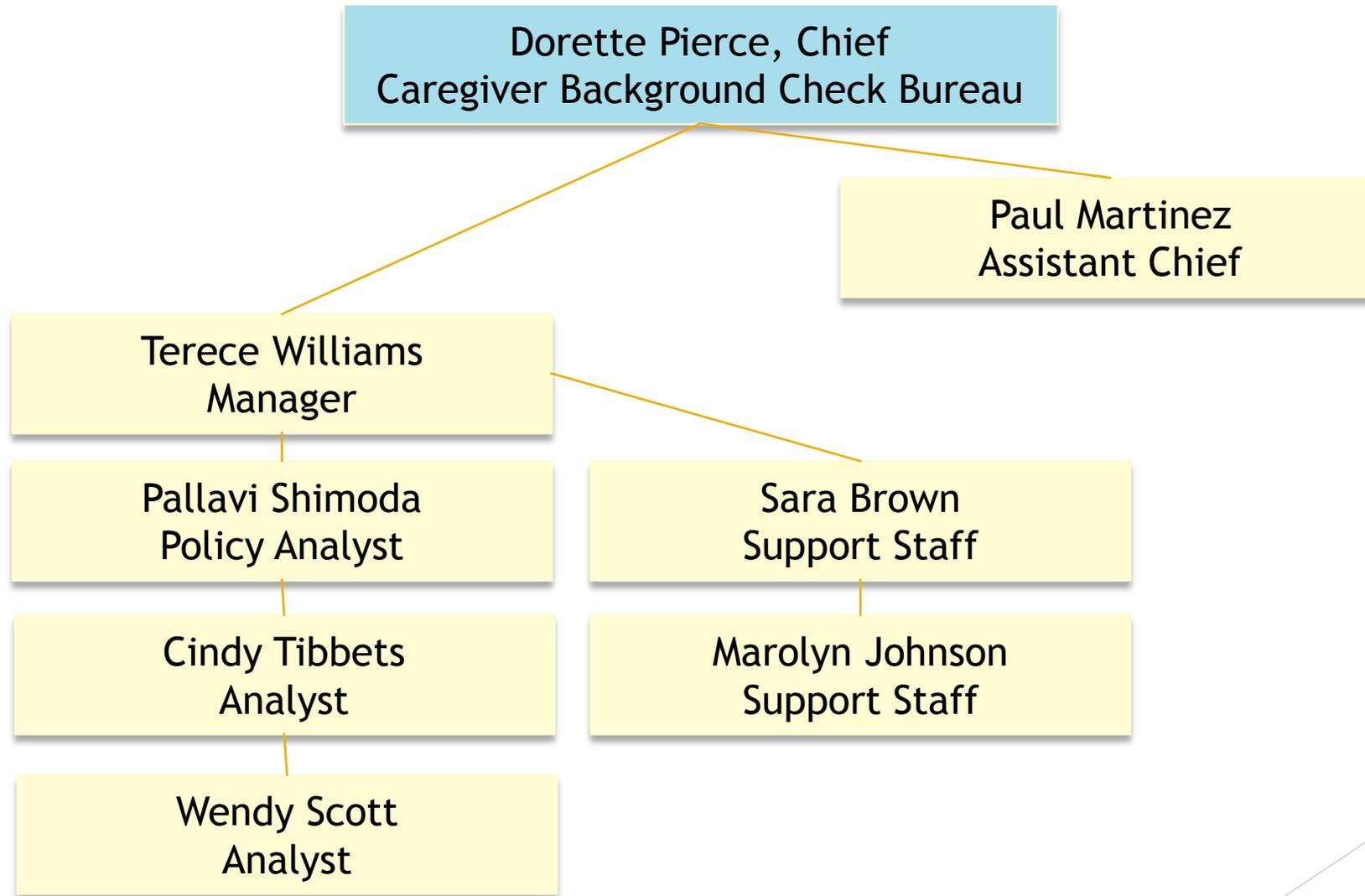
Evon Lenerd, Chief
Continuing Care Contracts Branch

Kathi Mowers-Moore, Chief
Central Operations Branch

Home Care Services Consumer Protection Act Implementation Team: HCSB



Home Care Services Consumer Protection Act Implementation Team: CBCB



Objectives

- ▶ Provide updates on implementation
- ▶ HCO application submission process

Updates

Updates

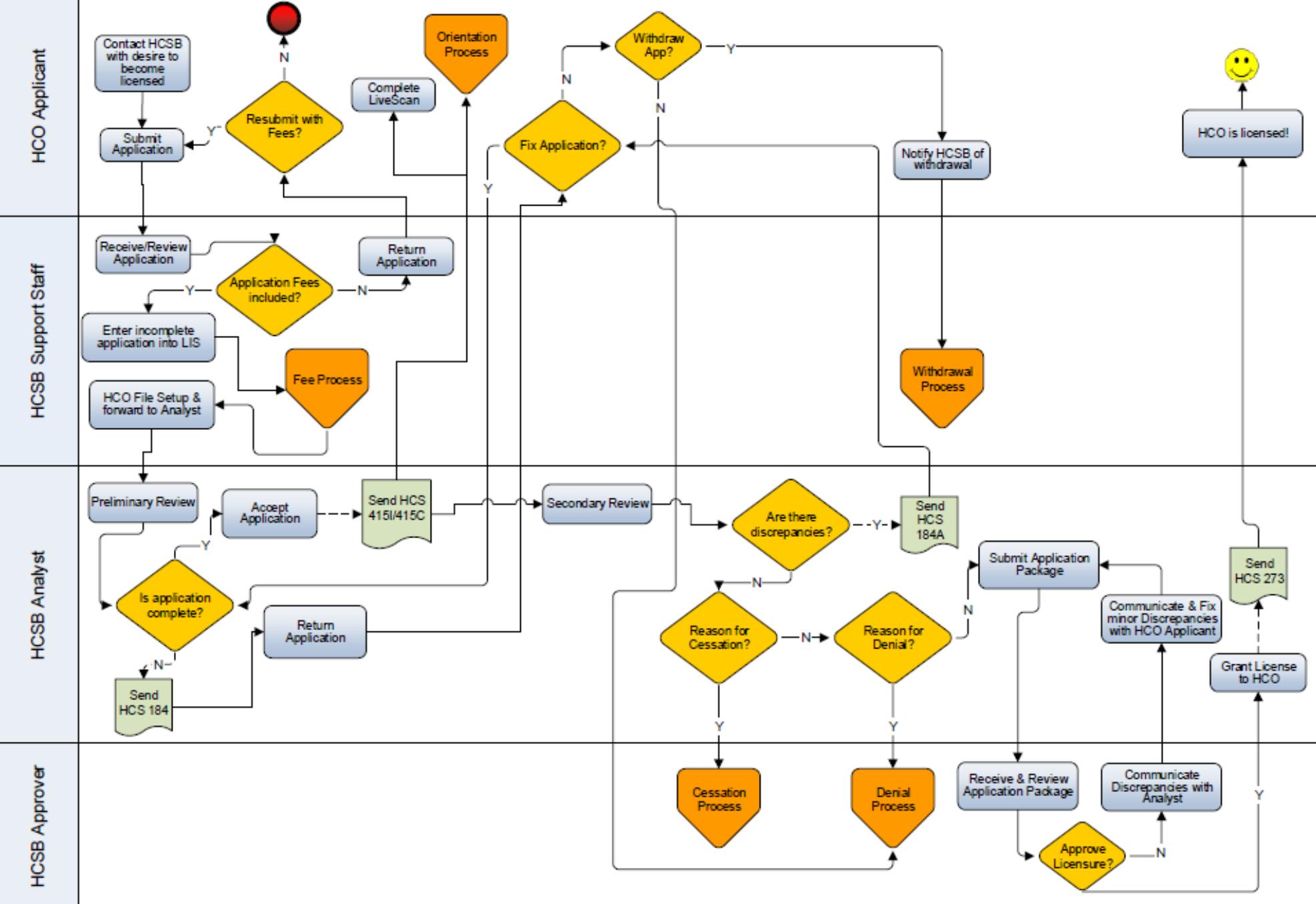
- ▶ Hiring
- ▶ Written Directives/Regulations
- ▶ Fees
- ▶ HCS 402
- ▶ HCS 501
- ▶ HCA Spreadsheet
- ▶ Fingerprinting/[LiveScan](#)

HCO Application Process

Application Process

- ▶ New intent form under development
- ▶ Review the HCS 281 for application instructions
- ▶ Complete all of the appropriate forms
 - ▶ Listed on the HCSB website
 - ▶ Note: At this time, not required to sign the HCS 200 and HCS 9165
- ▶ Compile all the supplemental documents
 - ▶ Listed on the HCSB website and described in the HCS 281
- ▶ Mail the application package and the fee to HCSB

HCO Application Processing Flow Chart



DRAFT

Please note: This flow chart is subject to updates and revisions.

Revised: September 30, 2015

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

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 or by telephone at (916) 657-3570.