

Housekeeping

- As this is a Zoom Webinar, we cannot see or hear you. All questions/comments should be directed through the "Chat" feature. Please change the "chat" feature to "Everyone".
- The CAREtoTALK series is a monthly, one-hour webinar designed to inspire, motivate and educate residential care home service providers with industry best practices. It is a special benefit reserved ONLY for Paid Members of 6Beds. These webinars are recorded and sent out to ALL 6Beds paid members
- Topics are selected by the moderator. However, we welcome requests for feature topics, guest presenters and sponsors. Requests can be emailed to Marc.Lung@CompECS.net
- Each monthly webinar will begin by highlighting a Featured Sponsor of 6Beds, who will share a 3-5-minute introduction about their company, their services and how they may be a resource for you.



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**The Last Tuesday of each
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Understanding the CARE Tools:

CCLD's Inspection
Checklist



Presented by

Marc Lung

of



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**CAREtoTalk
Series**

**January 28, 2025
10am-11am**

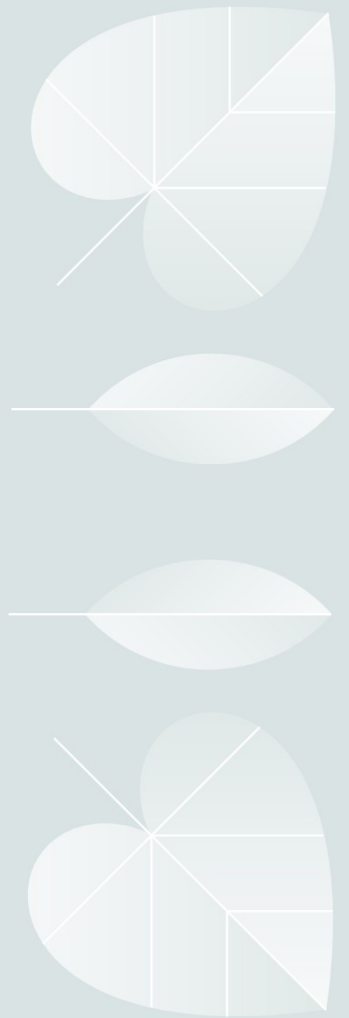
Objectives

- Understanding the Purpose & Timeline of the CARE Tools
- Identifying Which CARE Tools to Use
- Understanding the Various Domains of Service
- Recommendations on How to Use the CARE Tool



Purpose

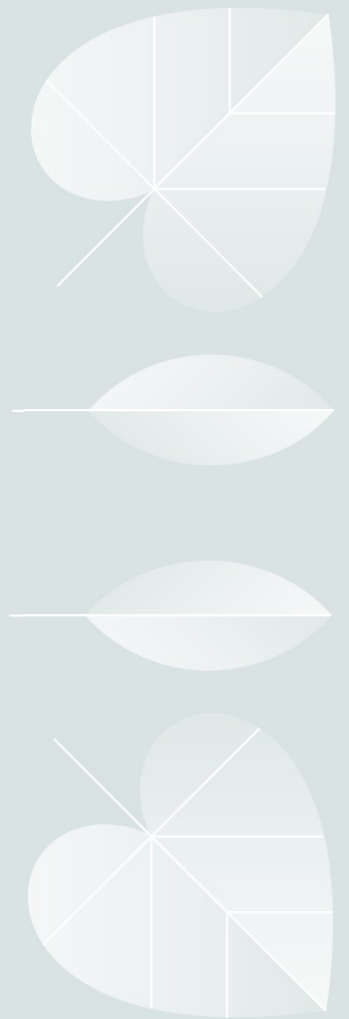
The initiative known as the Inspection Process Project (IPP), which was first introduced in December of 2017, aims to promote health, safety, and quality of life for people living in licensed settings. Specifically, the intent of the IPP was to enhance the inspection process' consistency, effectiveness, and quality by refocusing on three priority areas: 1) **prevention**, 2) **compliance**, and 3) **enforcement**.



Purpose

The IPP focused on the development of comprehensive inspection checklists that would later become known as the **Compliance and Regulatory Enforcement (CARE) Tools**. The instrument is utilized in all licensed facilities regulated by CCLD, including the Adult and Senior Care Programs. The CARE Tools are the primary tool used by LPAs when conducting annual site inspections.

Again, the CARE Tools are aimed to focus on: **Prevention, Compliance & Enforcement.**



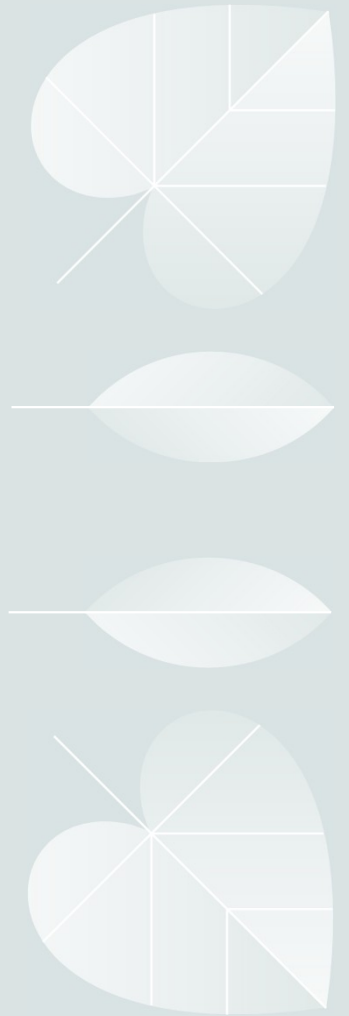
Prevention

Enhancing technical support to licensees from LPAs and the Technical Support Program; developing resource guides and trainings for licensees and potential licensees; and deploying online resources, including quarterly updates and provider information notices.



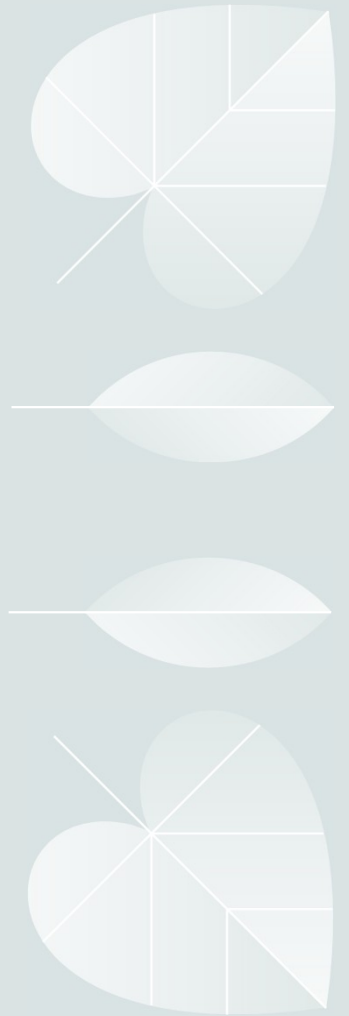
Compliance

Creating clear and consistent expectations for licensees to address issues in real-time to ensure the health and safety of the individuals that are served and provide technical assistance to licensees on statutory and regulatory requirements.

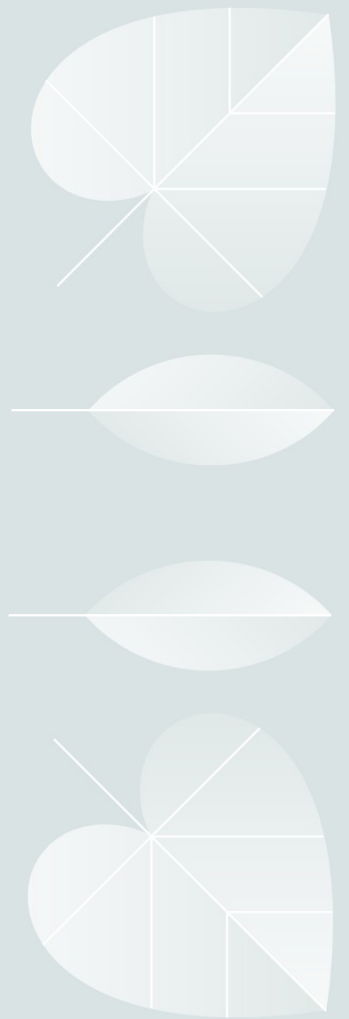


Enforcement

Providing LPAs with a compendium of inspection's tools to ensure inspections are thorough and consistent; bolstering the LPA Training Academies; and deploying ongoing staff training and data analytics to target resources in priority areas.



NOTE: The CARE Tools are designed to facilitate a focused, efficient, and thorough inspection within the time allotted. The Tools do NOT contain all applicable statutes, regulations or licensing standards with which a licensee is required to comply. Use of the Tools does not limit the inspection authority of CDSS or its ability to issue citations or take disciplinary action for any deficiency.

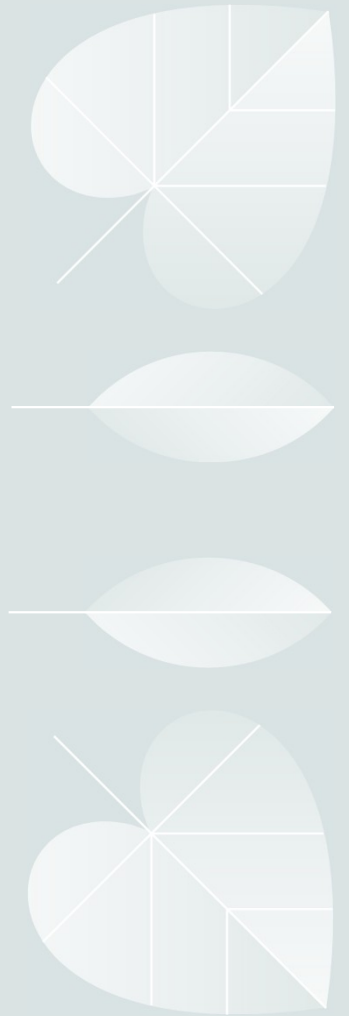


TIMELINE

December 2017 - The **Inspection Process Project (IPP)** vision is presented at Stakeholders Meeting. CCLD begins the project design, implementation, tool development, structure and projected timeline.

Summer 2018 (PIN-18-03-CCLD) - CCLD conducts a pilot use of the **Inspection Process Project (IPP)** across a representative sample of RCFE facilities.

August 2019 (PIN-19-19-ASC) - CCLD announces the upcoming 3-pronged **Inspection Process Project (IPP)** to be launched for RCFEs in Fall of 2019 in select regions—to be fully implemented statewide by end of 2019.

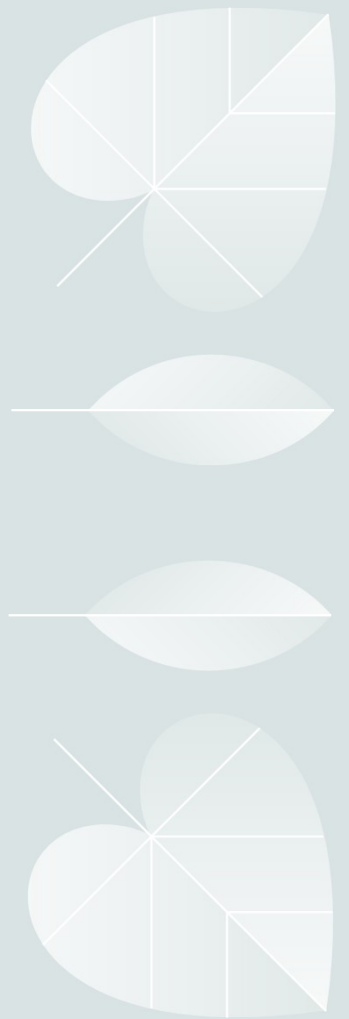


TIMELINE - Continued

February 2020 (PIN-20-01-ASC) - CCLD announces the upcoming launch of the IPP into Adult facilities in Spring of 2020 in select regions with full implementation statewide by end of 2020.

March 21, 2020 (PIN-20-07-CCLD) - CCLD suspends all annual site visits for both RCFE & ARF.

March 26, 2020 (PIN-20-09-ASC) - CCLD begin using Tele-Visits for complaint investigations & to provide technical assistance

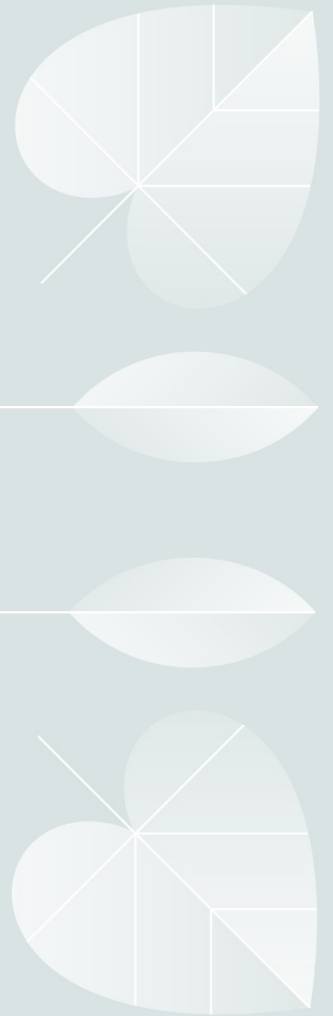


TIMELINE - Continued

October 2020 (PIN-20-24-CCLD) - CCLD resumes in-person complaint investigations.

May 10, 2021 (PIN-21-25-ASC) - CCLD resumes Annual Site Inspections focusing only on the Infection Control Domain

July 21, 2021 (PIN-21-31-ASC) - CCLD announces intent to resume on August 1st the use of ALL Domains during annual site visits and announces the new name of the inspection tool **"Compliance and Regulatory Enforcement" or "CARE" Tools.**



TIMELINE - Continued

July 30, 2021 (PIN-21-35-ASC) - CCLD delays until further notice the resumption of annual inspections using ALL Domains.

March 1, 2023 (PIN-23-01-ASC) - CCLD resumes annual site inspections using **ALL Domains** of the **CARE Tools**.



Choosing the Right CARE Tool

There are a total of eight (8) different types of facilities under the Adult and Senior Care Program (ASCP):

1. Adult Day Program (ADP),

1. Adult Residential Facility (ARF),
2. Adult Residential for Persons with Special Health Needs (ARFPSHN)
3. Community Crisis Homes (CCH),
4. Enhanced Behavioral Support Homes (EBSH),
5. Residential Care Facilities for the Chronically Ill (RCFCI),
6. Social Rehabilitation Facility (SRF), and

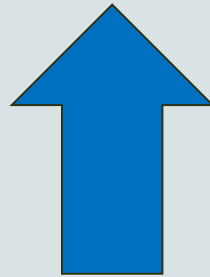
1. Residential Care Facility for the Elderly (RCFE).

Each facility type has a **"Pre-Licensing"** tool and a **"Standard"** Tool. Thus making a total of sixteen (16) total CARE Tools in ASCP.



Choosing the Right CARE Tool

<https://www.cdss.ca.gov/inforesources/cdss-programs/community-care-licensing/inspection-process-project/care-tools>



Here's Your Link!!!!





CARE Tools

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CDSS Programs | Community Care Licensing | Inspection Process Project | CARE Tools

Compliance and Regulatory Enforcement (CARE) Tools

As part of the [Inspection Process Project \(IPP\)](#), the Community Care Licensing Division (CCLD) has developed the **CARE Tools** for use in the Adult and Senior Care Program, Children's Residential Program, and Child Care Program. The CARE Tools will be used by Licensing Program Analysts (LPAs) when conducting inspections in licensed facilities.

The CARE Tools focus CCLD's efforts in the three IPP priority areas: Prevention, Compliance and Enforcement. See below for links to program specific tools.

Note: The CARE Tools are designed to facilitate a focused, efficient, and thorough inspection within the time allotted. The Tools do not contain all applicable statutes, regulations, or licensing standards with which a licensee is required to comply. Use of the Tools does not limit the inspection authority of CDSS or its ability to issue citations or take disciplinary action for any deficiency.

Contact Us

For more information or to provide feedback, please contact inspectionprocess@dss.ca.gov.

Quick Links

- [Self-Assessment Guides and Key Indicator Tools](#)
- [Senior Care Licensing](#)
- [Adult Care Licensing](#)
- [Children's Residential Licensing](#)
- [Child Care Licensing](#)

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CARE Tools for Adult Care Facilities

Adult Care Pre-Licensing Tools

+

Adult Care Standard Tools

+

CARE Tools for Senior Care Facilities

Senior Care Pre-Licensing Tool

+

Senior Care Standard Tool

+

[Self-Assessment Guides and Key Indicator Tools](#)

[Senior Care Licensing](#)

[Adult Care Licensing](#)

[Children's Residential Licensing](#)

[Child Care Licensing](#)



Adult Care Pre-Licensing Tools

- [Adult Day Program \(ADP\) Pre-Licensing Tool](#)
- [Adult Residential Facility \(ARF\) Pre-Licensing Tool](#)
- [Adult Residential Facilities for Persons with Special Health Needs \(ARFPSHN\) Pre-Licensing Tool](#)
- [Community Crisis Homes \(CCH\) Pre-Licensing Tool](#)
- [Enhanced Behavioral Support Homes \(EBSH\) Pre-Licensing Tool](#)
- [Residential Care Facilities for the Chronically Ill \(RCFCI\) Pre-Licensing Tool](#)
- [Social Rehabilitation Facility \(SRF\) Pre-Licensing Tool](#)

Adult Care Standard Tools

- [Adult Day Program \(ADP\) Standard Tool](#)
- [Adult Residential Facilities \(ARF\) Standard Tool](#)
- [Adult Residential Facilities for Persons with Special Health Needs \(ARFPSHN\) Standard Tool](#)
- [Community Crisis Homes \(CCH\) Standard Tool](#)
- [Enhanced Behavioral Support Homes \(EBSH\) Standard Tool](#)
- [Residential Care Facilities for the Chronically Ill \(RCFCI\) Standard Tool](#)
- [Social Rehabilitation Facilities \(SRF\) Standard Tool](#)

CARE Tools

cdss.ca.gov/inforesources/cdss-programs/community-care-licensing/inspection-process-project/care-tools

Google

CompECS

Finance

Lifestance

Others

SCL

Placed

Aeries: Portals

Costco

QuickBooks

MetroFax

MileIQ

Zoom

Speedtest

Adult Care Pre-Licensing Tools

+

Adult Care Standard Tools

+

CARE Tools for Senior Care Facilities

Senior Care Pre-Licensing Tool

—

▪ [Residential Care Facility for the Elderly \(RCFE\) Pre-Licensing Tool](#)

Senior Care Standard Tool

—

▪ [Residential Care Facility for the Elderly \(RCFE\) Standard Tool](#)

CARE Tools for Child Care Facilities

Understanding the Domains

"Domains" refer to the various aspects of the facility's operations. The Domains listed below are NOT used for all adult facility types, as some domains do not apply to all facility types or have few requirements. The twelve (12) domains found in the **Adult Care** facility types are:

- **Client/Resident Records-Incident Reports**
- **Client/Resident Rights-Information**
- **Disaster Preparedness**
- **Emergency Intervention**
- **Food Service**
- **Health-Related Services**
- **Incidental Medical Services**
- **Infection Control**
- **Operational Requirements**
- **Personnel Records-Training**
- **Physical Plant / Environmental Safety**
- **Staffing**

ARFPSHN (9)

AutoSave On ARF-Persons with Special Health Needs (ARFPSHN)-Standard CARE Assessment Tool • Last Modified: 8/21/2023

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	A	B	C	D	E	F
1			Requirement	Infection Control		
2	Type	Section	Section Title	Regulation/Statute Language	Applies To	Domain Focused Tool
3	CCR	80072(a)(9)	Personal Rights	(9) To receive or reject medical care, or health-related services, except for minors and other clients for whom a guardian, conservator, or other legal authority has been appointed.		
4	CCR	80075(h)	Health-Related Services	(h) There shall be at least one person capable of and responsible for communicating with emergency personnel in the facility at all times. The following information shall be readily available:		
5	CCR	80075(h)(1)	Health-Related Services	(1) The name, address and telephone number of each client's physician and dentist, and other medical and mental health providers, if any.		
6	CCR	80075(h)(2)	Health-Related Services	(2) The name, address and telephone number of each emergency agency, including but not limited to the fire department, crisis center or paramedical unit. There shall be at least one medical resource available to be called at all times.		
7	CCR	80075(h)(3)	Health-Related Services	(3) The name and telephone number of an ambulance service.		

< > Infection Control Phys Plant & Environment Safety Operational Requirements Personnel Records - Training Client Rec-Incident Rep ... + :

RCFCI & SRF (11)

AutoSave On ARF-Residential Care Facility for Chronically Ill (RCFCI) Standard Care Assessment Tool • Last Modified: 8/21/2023

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	B	C	D	E
63	87895.5(d)(4)	Infection Control Requirements	(4) The Emergency Infection Control Plan shall be made available to residents, facility staff and, if applicable, each residents' authorized representative.	EMERGENCY
64	87895.5(d)(5)	Infection Control Requirements	(5) All staff shall be trained on the Emergency Infection Control Plan immediately but no later than 10 calendar days after submission to the Department.	EMERGENCY
65	87895.5(d)(6)	Infection Control Requirements	(6) The Emergency Infection Control Plan shall be reviewed and updated as necessary or whenever new infection control measures are recommended by the federal, state or local government public health authorities, or as determined by the Department, until the proclaimed or declared state of emergency is no longer in effect. Any updates to the plan shall be made available to staff, residents and if applicable, each resident's authorized representative, and submitted to the Department.	EMERGENCY
66	87872(a)(9)	Personal Rights	(9) To receive or reject medical care, or health-related services.	
67	87872(a)(10)	Personal Rights	(10) To be informed of the facility's policy concerning family visits and other communication with residents.	
68	87860(a)(6)	Basic Services to be Provided by the Facility	(6) Regular observation of the resident's physical and mental condition.	
76				
77				

< > Infection Control Phys Plant & Environment Safety Operational Requirements Staffing Personnel Records - Training Client Rec- ... +

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ARF/CCH/EBSH (12)

AutoSave On ARF Standard CARE Assessment... Last Modified: 9/2/2024

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C2 Section Title

Type	Section	Section Title	Regulation/Statute Language	To	Tool
69 CCR	80075(h)(2)	Health-Related Services	(2) The name, address and telephone number of each emergency agency, including but not limited to the fire department, crisis center or paramedical unit. There shall be at least one medical resource available to be called at all times.		
70 CCR	80075(h)(3)	Health-Related Services	(3) The name and telephone number of an ambulance service.		
71 CCR	85072(b)(3)	Personal Rights	(3) To have communications to the facility from his/her relatives or authorized representative answered promptly and completely.		
72 CCR	85072(b)(4)	Personal Rights	(4) To have visitors, including advocacy representatives, visit privately during waking hours, provided that such visitations do not infringe upon the rights of other clients.		
73 CCR	85075.4(a)	Observation of the Client	(a) The licensee shall regularly observe each client for changes in physical, mental, emotional and social functioning.		
74 CCR	85075.4(c)	Observation of the Client	(c) The licensee shall bring observed changes, including but not limited to unusual weight gains or losses, or deterioration of health condition, to the attention of the client's physician and authorized representative, if any.		
75 CCR	85075.4(d)	Observation of the Client	(d) A client suspected of having a contagious or infectious disease shall be isolated and a physician contacted to determine suitability of the client's retention in the facility.		

Inflection Control Physical Plant & Environmental Operational Requirements Staffing Personnel Records - Training Client R ...

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Understanding the Domains

The twelve (12) domains found in the **RCFE** facility types are:

- **Operational Requirements**
- **Physical Plant / Environmental Safety**
- **Staffing**
- **Personnel Records-Training**
- **Resident Rights-Information**
- **Resident Records-Incident Reports**
- **Food Service**
- **Planned Activities**
- **Incidental Medical & Dental**
- **Infection Control**
- **Residents with Special Health Needs**
- **Disaster Preparedness**



RCFE (12)

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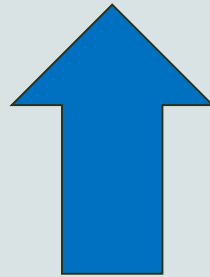
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How to Use the Tool

Sample of Actual CARE Tool

Choosing the Right CARE Tool

<https://www.cdss.ca.gov/inforesources/cdss-programs/community-care-licensing/inspection-process-project/care-tools>



Once again, Here's Your Link!!!!



Questions
Comments
&
Best Practices

Caring for the person with Dysphasia



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Next

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Thank you for
participating today and
Thank you for what
you do every day!!!

Marc Lung

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