

## **ADULT and SENIOR CARE PROGRAM UPDATE**

*Mission: To optimize the health and safety of adults and seniors in community care settings.*

*The Adult and Senior Care Residential Licensing Program licenses and monitors Adult Day Programs (ADP), Adult Residential Facilities (ARF), Adult Residential Care Facilities for Persons with Special Healthcare Needs (ARFPHN), Enhanced Behavioral Support Home (EBSH), Residential Care Facility for the Chronically Ill (RCFCI), Residential Care Facilities for the Elderly (RCFE), and Social Rehabilitation Facilities (SRF) in an effort to ensure that they provide a safe and healthy environment for all persons in care.*

### A Note from Pamela Dickfoss, Deputy Director

Welcome to the Summer Quarterly Update. Early this year, our Policy Branch surveyed internal and external stakeholders to identify the 2017 policy priorities for the Adult and Senior Care Program. The top five priorities are: 1) Medication Administration, specifically clarifying what self-administration means and expanding scope; 2) Uniform Resident Assessment Tool for perspective residents and determining facility services and costs; 3) Training for Licensing Program Analysts to improve full range of citation authority; 4) Consistent Standards when writing licensing reports, particularly citations; and 5) Facility Staffing Standards based on the needs of the resident population. We are currently developing our "game plan" to address these priorities and will provide progress reports in future Quarterly Updates.

Please take some time to review the latest [Provider Information Notices \(PINs\)](#). The PINs, introduced in October 2016, are a huge success in improving our means of

communicating with licensed providers and our external stakeholders.

Finally, additional provisions enacted as a result of Assembly Bill 2231 (Chapter 823, Statutes of 2016) will become effective beginning July 1, 2017:

- A civil penalty for failing to correct a deficiency within the Plan of Correction (POC) due date will increase to \$100 per violation per day.
- A repeat violation will increase to \$250 per violation for the first day and then \$100 per violation each day until corrected.
- Immediate civil penalty for specific violations will increase to \$500 per violation and \$100 per violation for each day the violation continues.
- A civil penalty will be due and payable after administrative appeals have been exhausted.

For additional information see:  
[PIN 17-02-CCLD](#).

## Centralized Complaint and Information Bureau (CCIB)

Since the launch of the CCIB in January of 2015, Californians have a central location to access information and to file complaints related to Community Care Facilities, RCFE and Child Care Facilities licensed by Community Care Licensing (CCL). In 2016 the Virtual Contact Center had 97,052 incoming calls compared to the 58,267 calls received in 2015. The Bureau created 13,770 complaint reports for the Regional Offices to investigate in 2016. These complaint reports attempt to capture key intake information and to establish accuracy and consistency in documentation throughout the state. Calls other than those that generated complaints ranged from general information on licensing, file reviews, and Caregiver Background Check questions.

The staff at CCIB are focused on customer service and take stewardship of every call received. They receive extensive training so they are well prepared to address the different regulations and statutes for all the different licensing programs.

Partner agencies, such as Child Protective Services (CPS), Adult Protective Services (APS), Long Term Care Ombudsman and Law Enforcement submitted 9,814 incident and

INSIDE THIS ISSUE	
<a href="#"><u>Centralized Complaint and Information Bureau (CCIB)</u></a>	2
<a href="#"><u>Clinical Consultant Corner</u></a>	2
<a href="#"><u>Basics of TSP Engagement</u></a>	3
<a href="#"><u>Reporting Requirements – New Administrator</u></a>	4
<a href="#"><u>New System News</u></a>	5
<a href="#"><u>Office Updates</u></a>	6

complaint referrals to CCIB in 2016. They have recognized that having a centralized location to address their concerns on behalf of the state's dependent and most needy children and adults has improved communication and are more satisfied that their concerns are addressed by CCLD.

If you have a question or concern about a CCLD licensed facility, please contact us via our toll free telephone number at 844-LET-US-NO (844-538-8766), via e-mail at [LetUsNo@dss.ca.gov](mailto:LetUsNo@dss.ca.gov), or fax at (916)414-2551.

## Program Clinical Consultant Corner – Preventing Dehydration

When warm summer weather approaches residents are at increased risk for dehydration. Dehydration occurs when a resident loses more fluid than they take in, and their body doesn't have enough water and other fluids to carry out its normal functions. If fluids are not replaced, the resident will become dehydrated.



**As older residents'** body fluid reserves become smaller, their ability to conserve water is reduced and their thirst sense becomes less acute. These problems are compounded by chronic illnesses such as Diabetes and Dementia, and by the use of certain medications. Older residents also may have mobility problems that limit their ability to obtain water for themselves.

Residents at risk of dehydration are those with:

- Decreased sensation of thirst
- Poor fluid intake
- Vomiting and diarrhea
- Fever and sweating
- Functional impairments: difficulty drinking, reaching fluids, communicating fluid needs
- Dementia in which resident forgets to drink or forgets how to drink
- Parkinson's or other neurological disease that requires unusually long time to eat and drink
- Medications that increase fluid loss like a diuretic
- Diseases that affect fluid balance: heart disease, kidney disease, Diabetes and cancer

Signs and symptoms of dehydration include:

- Fatigue, lethargy and functional decline.
- Dark, strong urine smell and a recent decrease in urine volume.
- Headache.
- Dizziness on sitting and standing and increased heart rate.
- Confusion and weakness.
- Dry mouth, sunken eyes, cracked lips.

Some interventions to prevent dehydration:

- Encourage fluids throughout the day.

## Basics of TSP Engagement

The Technical Support Program (TSP) facility referral engagement process ("engagement," for short) consists of a series of supportive and instructional visits conducted by TSP at a licensed facility that is having frequent non-compliance issues and/or other difficulties in its day-to-day operations.

The purpose of the engagement is to provide



- Keep fluids next to the resident and in the residents reach at all times (if no fluid restrictions).
- Give the resident fluids he/she likes. Variety is the key when it comes to enticing older residents to drink: put a little lemon in water to make it taste better.
- Use alternate approaches to increase fluid intake by the use of popsicles, gelatin, fruits (like honeydew, strawberries and watermelon), and use smaller bottles of water/drinks that residents may carry around or keep by their beds or chairs.
- Increase in water intake during hot weather or when a resident is ill.
- Encourage the resident to limit their time out of cool air-conditioned buildings during the hot summer months.
- Caregiver's awareness of a resident's poor fluid intake and actively encouraging fluids as a result of this awareness.

References:

1. <http://www.mayoclinic.org/diseases-conditions/dehydration/diagnosis-treatment/treatment/txc-20261155>
2. <http://www.todaysgeriatricmedicine.com/archive/110310p24.shtml>

training and support services to assist referred licensees (providers) achieve and maintain comprehensive compliance with the statutes and Title 22 Regulations applicable to their facilities. In order to receive engagement services, a facility must first be referred to TSP by a regional office.

The three basic activities that make up the entire TSP engagement are:

## **Assessment, Consultation, and Training (ACT).**

- **Assessment** – The identification and analysis of the key non-compliance issues affecting the operation of the facility.
- **Consultation** – The ongoing discussion of ideas, concerns, and strategies between the provider and TSP, principally focused on achieving sustained, comprehensive compliance.
- **Training** – The formal, structured course of instructions provided to the licensee and/or staff on particular points of statutes, regulations, and/or best practices directed at achieving sustained, comprehensive compliance.

Assessment, Consultation, and Training can basically be summed up through the following questions:

- **What is the problem?** (Assessment)
- **How do we solve it?** (Consultation)
- **What is the solution?** (Training)

The *right assessment* is important to having the *right* discussion (**consultation**) for the purposes of coming up with the *right* solutions (through **training**).

The ultimate goal of TSP engagement is to have the provider achieve sustained, comprehensive compliance. It does not mean that the facility will never again incur another deficiency citation, but that there would no longer be a chronic pattern of non-compliance in the facility's operations, as before.

For more information on TSP engagement, please contact: [TechnicalSupportProgram@dss.ca.gov](mailto:TechnicalSupportProgram@dss.ca.gov)  
Also please check out the [TSP Resource Guides](#)

## Reporting Requirements for New Administrator & Corporate Officers

When a facility has a change of Administrator the licensee must notify CCL in writing within 30 days of the hire date (Section 87211). The licensee needs to submit the following documentation:

- Name of new Administrator
- Residence and mailing address
- Date of hire
- New [LIC 308](#)
- [LIC500](#) (for each facility with this administrator)
- Corporate minutes designating new Administrator (for corporations only)
- Administrator certificate
- Criminal record clearance
- Background and qualifications
- Education requirements (for facilities with capacity of 16 or more)

Any change in the Chief Corporate Officer of a corporation or association must be reported to CCL in writing within 15 working days following such change. They need to submit the following documentation:

- Updated [LIC 309](#)
- Name of new officer
- Address of new officer
- Criminal record clearance

These items must be submitted to the regional office and should be sent to the attention of the Licensing Program Analyst (LPA) that is assigned to your facility. It is always important to keep your LPA updated and informed of any changes in the facility.

## New System News: Update

The Child Welfare Digital Services (CWDS) is developing the Child Welfare Services-New System (CWS-NS) which will replace and improve upon the three “legacy” databases we currently use. One of its components, the Certification, Approval, and Licensing Services (CALs), will provide an integrated, statewide system for use by counties and CCL. This system will be adapted for the Adult and Senior Care Program and the Child Care Program as well.

On April 11, CWDS hosted its second [Quarterly Stakeholder Forum](#) onsite at its Sacramento campus (with participation also made possible via WebEx). Following the opening session capturing the overall vision and progress of the digital services, three concurrent breakout sessions were offered to allow participants a choice to attend the area that interested them most for a more in-depth look at the progress being made. The next Quarterly Stakeholder Forum is scheduled for July 11, 2017.

In March, the CALs Team successfully completed a [Proof of Concept](#), demonstrating that facility search data could be pulled from multiple sources and merged into meaningful search return results. Representatives from four counties and three CCLD offices will pilot a working model of the new facility search and profile to explore and propose options for improving the model.

Additionally, starting in May, 2017 the CALs Design and Development Team initiated field research and design activities to understand and design features to support the facility application review process. The CALs team has a goal to enable users to process all new applications for Children’s Residential facilities by the end of 2017.

All of the CWDS CALs Team can be reached directly at [CWDSCALS@osi.ca.gov](mailto:CWDSCALS@osi.ca.gov). Please do not hesitate to send in questions or share your insights about what you need in a new facility licensing system.



## Child Welfare Digital Services

More information about the progress, scope, and vision for CALs development, and all of the CWS-NS digital services can be found at the following website: <https://cwds.ca.gov/>

- Stay informed: [Subscribe](#) to mail list.
- “[Dashboard](#)” has links to each team’s work.
- “[For Stakeholders](#)” has links to Events including the Monthly Solutions Demos, Quarterly Stakeholder Forums, Reports, and much more.
- Choose the social media options at the bottom of any page to view and follow CWDS updates including [Facebook](#), [Twitter](#), [LinkedIn](#), [YouTube](#), and [GitHub](#)

## Adult and Senior Care Program (ASCP) Regional Office Updates

**Araceli Ramirez** promoted to Licensing Program Manager (LPM) I in the Community Care Licensing Division (CCLD), ASCP Administration Unit effective May 2, 2017. Prior to this appointment, Araceli served as an LPA with the Monterey Park Adult and Senior Care Regional Office since 2015. She earned a Bachelor's Degree in Social Work from the California State University, Los Angeles in 2000 and a Master's Degree from California State University, Dominguez Hills in 2005.

**Julio Montes** promoted to (LPM I in the CCLD, Oakland Adult and Senior Care Regional Office effective April 11, 2017. Prior to this appointment, Julio served as an LPA in the CCLD Children's Residential Program since 2012, as an LPA in ASCP from 2005-2012 and as an LPA with the CCLD Child Care Program from 1999-2005. He earned a Bachelor's Degree in Political Sciences from Brigham Young University located in Provo, Utah in 1989.

**Andrea Palado** promoted to Staff Services Manager (SSM) I in the CCLD, ASCP Staff Development and Compliance Unit effective April 14, 2017. Prior to this appointment, Andrea served as an Associate Governmental Program Analyst (Trainer) with ASCP since July 2015, as an LPA from 2013-2015 in the Woodland Hills Adult and Senior Care Regional Office and as an LPA from 2000-2013 in the Monterey Park Adult and Senior Care Regional Office. She earned a Bachelor's Degree in Political Science from the University of California, San Diego in 1991.

**Mathew Fears** promoted to SSM I for the Quality Assurance Unit June 1, 2017. Prior to this appointment, Mathew served as the Systems Review Analyst for the ASCP where he worked to improve the data systems LPAs use, and provide data to improve field productivity. Mathew also spent 3 years working in the San Jose office as an LPA for the ASCP. He stated his belief in CCLD's mission of protecting the most vulnerable populations in California, is what drew him to the job with CCLD.

Links to Adult and Senior Care Program Office Websites:

Adult- <http://www.cdss.ca.gov/inforesources/Adult-Care-Licensing>

Senior- <http://www.cdss.ca.gov/inforesources/Senior-Care-Licensing>

Centralized Application Unit Website: <http://www.cdss.ca.gov/inforesources/Community-Care/ASCP-Centralized-Application-Units>

## IMPORTANT PHONE NUMBERS

Centralized Complaint Information Bureau (CCIB)	1-844-538-8766
Administrator Certification	916-653-9300
Caregiver Background Check Bureau (CBCB)	1-888-422-5669
Long Term Care Ombudsman	1-800-231-4024
CCLD Public Inquiry and Response	916-651-8848
Technical Support Program	916-654-1541
Centralized Applications Unit	916-657-2600

## Notes and Credits

The Community Care Licensing Division (CCLD) publishes the Adult and Senior Care Program Quarterly Update for the benefit of Licensees, Residents, their Advocates, and other Stakeholders.

**Pamela Dickfoss, MPPA, CCLD Deputy Director**  
**Ley Arquisola, RN, MSN, Adult and Senior Care Program Administrator**

*This Issue's Editor*

*Renee Kurjiaka*

*Assistant Editors*

*Alison Newkirk, Alison Harris and Stephen Kim*

*Additional Contributors*

*Phoebe DeMund, Child Welfare Division*

*Program Clinical Consultants: Pam Valencia, R.N.*

*Kristi Craighton, CCIB*