

## **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 Adult Day Programs (ADP), Adult Residential Facilities (ARF), Adult Residential Care Facilities for Persons with Special Healthcare Needs (ARFPSHN), Enhanced Behavioral Support Homes (EBSH), Community Crisis Homes (CCH), Residential Care Facilities 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

The wildfires that have devastated portions of California over the past few weeks have brought the senior and adult care community closer together. Not only were facilities impacted but many of our staff were personally impacted by evacuation or loss of personal property as well. As we all know too well, the consequences of these disasters can be catastrophic. Times like these clearly demonstrate the importance of maintaining a disaster and mass casualty plan of action that adequately prepares staff, residents, and all affected individuals in the event of an emergency or disaster.

CCL has been reaching out to facilities impacted by the fires to see what the impact was and how we can assist. For those facilities that are requesting a "Change in Location" due to the fires, fees will be waived.

The need for help continues. Member organizations and care providers have answered the call from CCLD to assist thousands of displaced people find temporary homes to provide the comfort and care they require. CCLD is maintaining a webpage listing available resources to assist facilities attempting to relocate residents <http://www.cdss.ca.gov/inforesources/Community-Care-Licensing>.

If your facility has vacancies and is willing to accept residents, please contact the Community Care Licensing Sacramento Regional Office via email ([CCLASCPSacramentoRO@dss.ca.gov](mailto:CCLASCPSacramentoRO@dss.ca.gov)), or call the Sacramento Officer of the Day line (916) 263-4747. Please provide the facility name, phone number, address; number of vacancies available; whether the vacancies are for ambulatory or non-ambulatory residents; and whether you would be willing to assess the residents in a shelter prior to relocation.

Thanks to all for your dedication to serving California during this time of tremendous need.

## Program Updates to Better Serve the Public and Provider Community:

- Recruitment of a Third Assistant Program Administrator
  - The Adult and Senior Program has hired a third Assistant Program Administrator. The new assistant program administrator will oversee parts of Southern and Central California.
- Establishment of a third Adult and Senior Care Office in Los Angeles County
  - We are finalizing the boundaries of our newly established El Segundo Adult and Senior Care Regional Office. Effective September 1, 2017, we began the process of notifying affected licensees and stakeholders. Initially, the Regional Office will be housed at 1000 Corporate Center Drive, Monterey Park until office space is secured in El Segundo in 2019 or sooner.
- Establishment of a Centralized Applications Bureau from a Unit
  - To create a more robust infrastructure to serve applicants, the program has reorganized the Centralized Application Unit (CAU) into a bureau. This involves the recruitment of a Bureau Chief dedicated to overseeing all aspects of the application process. I want to sincerely thank Katie Hernandez, who since 2015 has effectively managed not only CAU, but also the Adult and Senior Care Program's Administrative and Training Unit.
- Additional Staffing
  - Two new program trainers and Program Clinical Consultant RNs to help enhance licensing program analyst staff development program.

### Temporary Manager Candidate List Announcement

On August 15, 2017, the Department announced the establishment of a Temporary Manager Candidate list through [PIN 17-09-CCLD](#). The creation of a Temporary Manager candidate list is a crucial step in implementing [Senate Bill 855, Chapter 29, Statutes of 2014](#), which authorizes the Department to appoint a Temporary Manager to assume the operation of an adult residential community care facility or Residential Care Facility for the Elderly that is found to be in a condition in which continued operation by the licensee or his or her representative presents a substantial probability of imminent danger of serious physical harm or death to the clients. These emergency circumstances are uncommon and unpredictable and require the Department to

INSIDE THIS ISSUE	
<a href="#">Temporary Manager List</a>	2
<a href="#">Change in Condition Tool</a>	3
<a href="#">Preventing Noroviruses</a>	4
<a href="#">Federal Labor Laws</a>	4
<a href="#">Adult Facility Regulations</a>	4
<a href="#">New System News</a>	5
<a href="#">Office Updates</a>	5

take quick, effective action to protect the health and safety of clients and to minimize the effects of transfer trauma that accompany the abrupt transfer of clients. When these circumstances arise, an appointment notice opportunity is sent out exclusively to individuals or entities on the Temporary Manager Candidate list.

Individuals or entities who meet the qualifications and are interested in being placed on the Temporary Manager candidate list may apply by submitting the Temporary Manager Candidate List Applicant Information 215TM form found in [PIN 17-09-CCLD](#) to: [ASCPTemporaryManager@dss.ca.gov](mailto:ASCPTemporaryManager@dss.ca.gov) or mail to:

Centralized Applications Bureau  
ATTN: Temporary Manager  
744 P Street, MS 8-3-91  
Sacramento, CA 95814



## Program Clinical Consultant Corner - INTERACT “Stop and Watch” Change of Condition Tool

When a suspected change in a resident’s condition occurs, the INTERACT® “**Stop and Watch**” early warning tool can be utilized by staff to determine if there could be a change of condition.

The staff reviews the “Stop and Watch” areas below to identify changes in a resident by circling the area/s and clearly communicating those areas to the licensee, the resident’s responsible party, the licensed nursing staff (if applicable) and the resident’s physician. INTERACT® was first designed in a project supported by the Centers for Medicare and

Medicaid Services (CMS). Now, many post-acute providers such as assisted living facilities, home health care, and nursing homes across the U.S. are using INTERACT®.

The fundamental goal of INTERACT® is to improve resident care. The program includes evidence-based and expert-recommended tools, strategies to implement them, and related educational resources. The INTERACT® tools are meant to be integrated into every day resident care and be incorporated into the facility’s quality improvement program.

The **Stop and Watch** tool includes the following areas:

- S- Seems different than usual**
- T- Talks or communicates less**
- O- Overall needs more help**
- P- Pain, new or worsening; participated less in activities**
  
- a- Ate less**
- n- No bowel movement in 3 days; or diarrhea**
- d- Drank less**
  
- W- Weight change**
- A- Agitated or nervous more than usual**
- T- Tired, weak, confused, or drowsy**
- C- Change in skin color of condition**
- H- Help with walking, transferring and toileting more than usual**

Refer to the [Pathway Interact site](#) for complete tools, strategies to implement them, and related educational resources.

## Help Prevent the Spread of Noroviruses

Each year, more than 20 million cases of gastroenteritis caused by noroviruses, which range from simple nausea to food poisoning, occur across the United States, according to the CDC. This virus, which is not related to the flu, is estimated to cause over 70,000 hospitalizations and 800 deaths each year in the U.S.

Noroviruses are spread very easily, especially by sick food handlers and by eating contaminated commercial foods such as leafy vegetables, fruits, and oysters. There is no vaccine for noroviruses. However, the following tips can help prevent contracting or transmitting the illness:

- Wash hands thoroughly with soap and water
- Wash all fruits and vegetables thoroughly
- Cook oysters and other seafood thoroughly as well
- Clean and disinfect contaminated surfaces
- Wash laundry thoroughly



For more information, visit the [Center for Disease Control](#)

## Compliance with Federal Labor Laws

It is important for licensees to know about workplace safety; employee wage and hour requirements; and how to comply with federal labor laws. The United States Department of Labor, Wage and Hour Division is responsible for the administration of the Fair Labor Standards Act (FLSA) in the area of wages and compensation. According to an investigative survey conducted by the Wage and Hour Division, appropriate compensation to staff for time worked and what constitutes time worked are the area's most misunderstood by

employers, especially those employing staff on duty for more than 24 hours.

A fact sheet entitled, [Residential Care Facilities](#), which discusses what constitutes compensable time under the FLSA, is available at the Department of Labor's website.

Additional information can be obtained from the [Department of Labor website](#) or by calling their toll-free information service number, (866) 487-9243.

## Adult Facilities Regulations Update

We are pleased to announce that a number of regulations became effective within this quarter.

- Social Rehabilitation Facilities Title 22 Regulations Update
  - Effective September 7<sup>th</sup>, 2017, CCR Title 22, Division 6, Chapter 2 Social Rehabilitation Facilities were formally amended and published. The specific updates may be found in this [PIN](#).

- Enhanced Behavioral Support Homes, Secured Perimeters and Emergency Intervention Regulations Update
  - Effective September 15, 2017 these regulations were formally adopted. These regulations had originally been published on February 10, 2017 as emergency regulations and have since completed the regular rulemaking process with the Office of Administrative Law. For a general overview of each regulatory topic, please see this [PIN](#).
- Community Crisis Homes Regulations Update
  - Effective September 18, 2017 these regulations have been adopted as emergency regulations and published. For additional information please see this [PIN](#).

## New System News

The Child Welfare Digital Services (CWDS) is developing the Child Welfare Services-New System (CWS-NS) to gradually replace the “legacy” databases currently in use.

The Certification, Approval, and Licensing Service (CALs) of the New System will provide an integrated, user-friendly statewide database for use by Counties and the Community Care Licensing Division (CCLD).

This system will eventually be adapted for the Adult and Senior Care Program and the Child Care Program as well. For more information:

- Reach out to the CWDS CALS Team with questions or ideas directly at: [CWDSCALS@osi.ca.gov](mailto:CWDSCALS@osi.ca.gov).
- Stay informed: [Subscribe](#) to the CWDS Stakeholders mail list.
- Visit the website: <https://cwds.ca.gov/>. (“[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.)
- Following CWDS on social media, including: [Facebook](#), [Twitter](#), [LinkedIn](#), [YouTube](#), and [GitHub](#).



## Child Welfare Digital Services

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

**Ali Zebila** was promoted to Licensing Program Manager I in the Community Care Licensing Division, San Bruno Adult and Senior Care Regional Office, effective July 3, 2017. Prior to this appointment, Ali served as a Licensing Program Analyst with the same office since 2007.

**Brenda Chan** promoted to Licensing Program Manager I in the Community Care Licensing Division, San Bruno Adult and Senior Care Regional Office, July 11, 2017. Prior to this

appointment, Brenda served as a Licensing Program Analyst with the same office since 2007.

**Krystall Moore** was appointed to Licensing Program Manager I in the Community Care Licensing Division, Sacramento Adult and Senior Care Regional Office, effective October 9, 2017. Krystall is new to state service and served as a Training Supervisor for the San Joaquin County Child Protective Services since January 2017. Prior to that she served as a

Supervising Social Worker for San Joaquin County Child Protective Services since 2015.

**Sarah Yip** promoted to Licensing Program Manager I in the Community Care Licensing Division (CCLD), San Bruno Adult and Senior Care Regional Office, San Jose Local Unit office, effective October 2, 2017. Prior to this

appointment, Sarah served as an Associate Governmental Program Analyst with CCLD in the capacity of County Liaison since December 2015. She also served previously as a Licensing Program Analyst from 2012-2015 in San Jose Local Unit office.

**Kimberly Lyon** has been appointed as the new Assistant Program Administrator for the Southern/Central CA. Kim began her state career in 1998 as a Licensed Psychiatric Technician with the Department of Developmental Services. Immediately prior to this appointment, Kim was the Regional Manager of the San Diego Adult and Senior Care office.

Kim will be joining Claire and Evelyn as part of the ASC Senior Management Staff. Listed below are the APAs new assignments which will be effective November 1, 2017. The APAs will work with their respective offices during this transition phase.

1. Northern Operations - Evelyn Schaeffer- Rohnert Park, Sacramento, Oakland, and Centralized Applications Bureau
2. Southern/Coastal Operations – Claire Matsushita- Riverside, Woodland Hills, Monterey Park, and El Segundo
3. Southern/Central Operations -Kim Lyon- San Bruno, Fresno, Orange, and San Diego

#### New Program Trainers

Riksha Stamps and Cherish Carter

#### New Program Clinical Consultant RNs

Myra Cunanan, RN - Myra is a Registered Nurse and previously worked in Acute Care Hospitals.

Kathleen “Kathi” Weiss, RN - Kathi has worked for the California Department of Public Health as a Health Facilities Evaluator Supervisor-Trainer and has a rich experience in Acute Care Hospitals, Skilled Nursing Facilities, and Rehabilitation.

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>

Reminder to check for new [PINS](#)

## 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, RN*