EVALUATOR MANUAL TRANSMITTAL SHEET

Distribution:	**Transmittal No.** **16APX-17**
__X__ **Adult and Senior Care Program** _____ **Children's Residential Program** _____ **Child Care Program** _____ **All Programs**	**Date Issued** October 2016

Subject:

Memorandum of Understanding between the California Department of Social Services, Community Care Licensing Division and the Department of Aging, Office of the State Long-Term Care Ombudsman.

Reason for Change:

The Memorandum of Understanding has been updated and revised. This agreement shall become effective January 1, 2016, and shall remain in effect until December 31, 2021, or until such time as either party terminates, or amends with mutual consent of both parties.

Filing Instructions:

REMOVE: 10APX-01 Memorandum of Understanding dated January 2010

INSERT: 16APX-17 Revised Memorandum of Understanding

Approved:

Original document signed by ***October 20, 2016***

_____ _____

Susan Hutchinson, Acting Chief Date
Policy Development Bureau
Community Care Licensing Division

Contact Person: Susan Hutchinson Phone Number: (916) 654-2462

MEMORANDUM OF UNDERSTANDING
BETWEEN
CALIFORNIA DEPARTMENT OF AGING
OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN (OSLTCO)
AND
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS)

I. RECITALS

This is to confirm our agreement of continued partnership and collaboration, including sharing information, as listed below, between OSLTCO and the California Department of Social Services, Community Care Licensing Division (CCLD) regarding Coordination of Services to Residents of:

A. **Residential Care Facilities for the Elderly/ Continuing Care Retirement Communities** (Welf. & Inst. Code, §§ 9700 et seq., 15600 et seq.)
B. **Adult Residential Facilities** (Welf. & Inst. Code, § 15600 et seq.)
C. **Adult Residential Facilities for Persons with Special Health Care Needs** (Welf. & Inst. Code, § 15600 et seq.)
D. **Adult Day Programs** (Welf. & Inst. Code, § 15600 et seq.)

The CCLD and the OSLTCO have developed this agreement to share information with each other and to coordinate services to residents of RCFEs and other related community care facilities.

II. CCLD MISSION

It is the mission of CCLD to promote the health, safety, and quality of life of each person in community care through the administration of an effective, collaborative regulatory enforcement system. This is accomplished by:

A. Promoting strategies to increase voluntary compliance

B. Providing technical assistance to and consulting with care providers

C. Working collaboratively with residents, their families, advocates, care providers, placement agencies, related programs and regulatory agencies, and others involved in community care

D. Training staff in all aspects of the licensing process

E. Educating the public about the CCLD and community care options

F. Promoting continuous improvement and efficiency throughout the community care licensing system.

III. CCLD BACKGROUND/ PURPOSE

A. The CCLD is mandated under the California Residential Care Facilities for the Elderly Act, Health and Safety Code Section 1569 et seq. and the Community Care Facilities Act, Health and Safety Code Section 1500 et seq., to license long-term care and specified community care facilities, specifically Residential Care Facilities for the Elderly (RCFEs), and to monitor those facilities for compliance with licensing laws and regulations.

B. In carrying out its regulatory enforcement program, the CCLD enforces licensing laws and regulations, investigates complaints, and pursues administrative actions, including license revocations and exclusions of individuals from licensed facilities.

C. The CCLD ensures that RCFE licensees provide care and supervision that meets licensing standards. The CCLD Adult and Senior Care (ASC) Program Office provides support to the CCLD Regional Offices and ensures consistency in the application of regulations, laws, and procedures. The CCLD Regional Offices monitor and enforce compliance with statute and regulations, and issue citations and civil penalties for non-compliance. The CCLD Policy Development Bureau (PDB) develops and implements policies, analyzes proposed legislation, and provides consultation and guidelines to licensing staff. Both the ASC Program Office and PDB provide technical assistance and consultation to licensees and other interested parties regarding licensing policies and procedures.

IV. OSLTCO MISSION:

The mission of the OSLTCO is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of ensuring their dignity, quality of life, and quality of care. To fulfill this mission and in accordance with the federal Older Americans Act, the Older Californians Act and other state mandates, the OSLTCO will:

A. Maintain an ongoing presence in Skilled Nursing Facilities and RCFEs.

B. Identify the most vulnerable residents who are unable to express their wishes; investigate, and seek to resolve complaints, including suspected elder and dependent adult abuse, made by or on behalf of residents, to the resident's satisfaction or expressed wishes.

C. Represent the residents before governmental entities and seek administrative, legal, and other remedies.

V. OSLTCO BACKGROUND/PURPOSE:

A. The Long-Term Care Ombudsman Program (LTCOP), under Title III and Title VII, Chapter 2, Sections 711-721 of the federal Older Americans Act, is mandated to identify, investigate, and resolve complaints made by, or on behalf of, residents in long-term care (LTC) facilities, including RCFEs, and Skilled Nursing Facilities.

B. The State LTC Ombudsman designates 35 local entities (Local Long Term Care Ombudsman Programs, LLTCOPs) to provide Ombudsman services through contracts with Area Agencies on Aging. The OSLTCO provides policy direction, technical assistance and oversight to these local organizations.

C. Under State law, the LLTCOPs are responsible for receiving and investigating reports of suspected abuse alleged to have occurred in long-term care facilities. They also have responsibility for recruiting and training volunteers to provide services to long-term care facility residents, informing the community on issues affecting long-term care residents, and providing information to the general public on where to access information about conditions in local long-term care facilities.

VI. COMMUNICATION RESPONSIBILITIES:

A. CCLD ADULT AND SENIOR CARE PROGRAM OFFICE COMMUNICATION WITH OSLTCO

1. Maintain regular and sustained communication through quarterly meetings or on a per need basis as determined by either the CCLD or the OSLTCO. At quarterly meetings, provide information including facility evaluation process updates, changes in procedures or operations at the state or local level, and any new CCLD program information.

2. Respond to data requests from the OSLTCO on a mutually agreed upon date and/or time.

3. Contact the OSLTCO when issues have not been resolved satisfactorily at the Regional Office level.

4. Exchange information regarding relevant training opportunities available to the OSLTCO and/or the LLTCOPs.

5. When appropriate, involve the LTCOP staff as trainers when relevant training is being offered.
6. Notify the OSLTCO when new licenses for RCFEs are issued.

7. Notify the OSLTCO when the CCLD has initiated the process of an administrative action and subsequently, when the accusation has been served against a licensee.

B. OSLTCO COMMUNICATION WITH CCLD PROGRAM OFFICE

1. Maintain regular and sustained communication through quarterly meetings or on a per need basis as determined by either the CCLD or the OSLTCO. At quarterly meetings, provide new or updated information at the state or local level, as it may pertain to the CCLD licensed facilities.

2. Respond to data requests from the CCLD on a mutually agreed-upon date and/or time.

3. Contact the Adult and Senior Care Program (ASCP) Office when issues have not been resolved satisfactorily at the local level.

4. Exchange information regarding relevant training opportunities available to the CCLD and/or the CCLD Regional Offices.

5. When appropriate, involve the CCLD staff as trainers when relevant training is being offered.

6. Notify the LLTCOPs upon receipt of information about new RCFE licenses from ASCP.

7. With appropriate consent pursuant to federal laws and regulations, testify at administrative hearings when needed.

C. CCLD REGIONAL OFFICE COMMUNICATION WITH LLTCOPs

1. Meet with the LLTCOPs on a quarterly basis, or more frequently as mutually agreed upon, to provide information regarding problem facilities, forfeitures, final decisions and orders, and status of legal cases, including revocations of licenses.

2. Exchange information regarding relevant training opportunities and, when appropriate, allow the LLTCOPs to participate in training in CCLD Regional Offices.

3. Respond to data requests from the LLTCOPs on a mutually agreed upon date and/or time.

4. Within budgetary constraints, provide the LLTCOPs with copies of public licensing reports for RCFEs.

D. LLTCOP COMMUNICATION WITH CCLD REGIONAL OFFICE

1. Meet with the CCLD Regional Office on a quarterly basis, or more frequently, as mutually agreed upon to provide information regarding problem facilities and to request clarification regarding licensing regulations, statutes, or regional office procedures.

2. Exchange information regarding relevant training opportunities and, when appropriate, allow the CCLD Regional Office staff to participate in LLTCOP training.

3. Respond to data requests from the CCLD on a mutually agreed-upon date and/or time.

4. Review CDSS Transparency Website for copies of licensing reports. If unavailable, the LLTCOPs will contact the licensee for a copy of the report.

E. CCLD POLICY, TRAINING AND CERTIFICATION BRANCH (PTCB) COMMUNICATION WITH OSLTCO and LTCOP

1. Maintain regular and sustained communication through the established quarterly meetings arranged by the CCLD Program Office or on a per need basis as determined by either the PTCB or the OSLTCO.

2. Assign PTCB staff to serve as liaison to respond to OSLTCO requests for policy interpretations. Contact the OSLTCO for interpretations of statutes, regulations, and procedures governing the LTCOP.

3. Provide technical assistance, upon OSLTCO request, on legislative proposals and legislation that are under review by the PTCB.

4. Exchange information regarding relevant training opportunities available to the OSLTCO and/or the LLTCOPs.

5. When appropriate, involve the LTCOP staff as trainers when relevant training is being offered.

F. OSLTCO COMMUNICATION WITH PTCB

1. Maintain regular and sustained communication through quarterly meetings or on a per need basis as determined by either the PTCB or the OSLTCO.
2. Assign OSLTCO staff to serve as liaison to respond to PTCB requests for policy interpretations. Contact the CCLD for interpretations of statues, regulations, and procedures governing the PTCB.

3. Provide technical assistance, upon PTCB request, on legislative proposals and legislation under review by the OSLTCO.

4. Exchange information regarding relevant training opportunities available to the PTCB and/or the CCLD Regional Offices.

5. When appropriate, involve PTCB staff as trainers when relevant training is being offered.

VII. COMPLAINT REPORTING

A. CCLD REGIONAL OFFICE

1. Investigate complaints, giving priority to complaints referred by the LLTCOP, except that any complaint alleging an immediate threat to resident health and safety will be given first priority. (Welf. & Inst. Code, § 9721.)

2. Evaluate all evidence, giving weight to a signed declaration (LIC 855), from a LLTCOP in evaluating a complaint allegation.

3. Investigate suspected abuse of elders or dependent adults specified community care facilities licensed by the CCLD (RCFEs, ARFs, ARFPSHNs and ADPs). Reports will be investigated as complaints, according to the CCLD complaint investigation procedures. At the request of the LLTCOP and as appropriate, provide updates to the status of an investigation.

4. Consult with the LLTCOP as needed during an investigation.

5. At the completion of any complaint investigation, notify the LLTCOP of the availability of any related public CCLD reports on the CDSS Transparency Website. Complaint reports are also available for review on site at the RCFE.

6. Upon the request of the LLTCOP Coordinator, meet with the LLTCOP to discuss the findings of complaints filed by that LLTCOP.

7. Upon receipt of a LLTCOP or OSLTCO complaint alleging denial of a statutory right of access to an RCFE (Welf. & Inst. Code, § 9722) the CCLD shall give priority to the complaint pursuant to Welfare and Institutions Code section 9721 and notify the OSLTCO that an investigation has been initiated.

B. LLTCOP

1. With appropriate consent, notify and/or refer all serious complaints not alleging abuse to the CCLD Centralized Complaint Intake Bureau on the Complaint from the LTC Ombudsman (form OSLTCO S223).

2. With appropriate consent, submit a signed declaration (LIC 855) to the CCLD Regional Office regarding knowledge of violations and agree to serve as a witness as needed. Share all non-confidential relevant reports and complaint information with the CCLD Regional Office to assist their investigation.

3. With appropriate consent, cross-report known or suspected abuse of elders or dependent adults in specified community care facilities licensed by the CCLD (RCFEs, ARFs, ARFPSHNs and ADPs) to the CCLD Centralized Complaint and Information Bureau. Submit the complaint from the LTC Ombudsman (form CDA 223), and the report of Suspected Dependent Adult/Elder Abuse (form SOC 341) as a complaint along with information relevant to the incident of abuse.

4. Notify the CCLD Regional Manager when alleged unlicensed RCFEs, ARFs, ARFPSHNs, or ADPs are in operation, including facilities continuing to operate after a denial of an application, revocation or suspension of a license.

5. During the course of a known CCLD complaint investigation, with appropriate consent, share information pertinent to the health and safety of residents with the CCLD Regional Office.

6. Provide the CCLD with additional information or details if requested or if relevant to the investigation.

7. Attempt to resolve complaints involving violations of Title 22 regulations. With appropriate consent and as necessary, refer complaints involving violations of Title 22 regulations to the CCLD Centralized Complaint and Information Bureau.

8. The LLTCOP or OSLTCO may file a complaint alleging denial of the statutory right of access to an RCFE (Welf. & Inst. Code, § 9722) to the Centralized Complaint and Information Bureau pursuant to Welfare and Institutions Code section 9730.

VIII. EVENTS AFFECTING RESIDENTS

A. EMERGENCIES AND DISASTERS

1. CCLD ADULT AND SENIOR CARE PROGRAM OFFICE

a. Upon availability of information and in a timely manner, the CCLD Deputy Director or his/her designee will notify the State Ombudsman or his/her designee of emergencies and disasters that may impact the health and safety of residents of RCFEs or CCRCs.
b. The CCLD will collaborate with the State Ombudsman or his/her designee in an effort to minimize the impact of the event on residents in care.

2. OSLTCO

a. Upon availability of information and in a timely manner, the State Ombudsman or his/her designee will notify the CCLD Deputy Director or his/her designee of emergencies and disasters that may impact the health and safety of residents of RCFEs and CCRCs.

b. The State Ombudsman will collaborate with the CCLD Program Administrator or his/her designee in an effort to minimize the impact of the event on residents in care.

3. CCLD REGIONAL OFFICE

a. Collaborate with essential local agencies to obtain and act upon event-related information.

b. Collaborate with State and local agencies to ensure response efforts are appropriate to the resident population and mitigate any related transfer trauma.

c. Follow-up with residents and families, and those residents who relocated to ensure the overall health and safety of residents. Provide technical assistance to providers as needed.

d. Follow-up when disaster or emergencies have been resolved to identify any outstanding issues or needs related to the emergency (i.e. replacement of personal items, refunds).

4. LLTCOP

a. Collaborate with the CCLD Regional Office to obtain and act upon event-related information.

b. Collaborate with State and local agencies to ensure response efforts are appropriate to the resident population and mitigate any related transfer trauma.

c. After residents are relocated, the LLTCOP in the residents' previous or current location will contact residents to determine their satisfaction with

the relocation, to ensure their overall health and safety, and confirm that they have access to Ombudsman services as needed.

d. Follow-up when disaster or emergencies have been resolved to identify any outstanding resident issues or needs related to the emergency.

B. TEMPORARY SUSPENSION ORDERS (TSO)

1. CCLD ADULT AND SENIOR CARE PROGRAM OFFICE

a. Notify the OSLTCO that the CCLD has initiated the TSO process, and TSO related stakeholder calls.

b. Provide a copy of the TSO upon service.

c. Notify the OSLTCO of the progress and outcome of the administrative hearings and when all residents are relocated, if relocations are required.

d. Coordinate a debriefing meeting with the OSLTCO to identify any outstanding issues or needs related to the TSO, as necessary.

2. OSLTCO

a. Receive notification that the CCLD has initiated the TSO process, and participate as needed in TSO related conference calls.

b. Receive a copy of the TSO.

c. Receive notification of the progress and outcome of the administrative hearings and when all residents are relocated, if relocations are required.

d. Participate in debriefing meeting with the CCLD ASC Program Office and Regional Office to identify any outstanding issues or needs related to the TSO, as necessary.

3. CCLD REGIONAL OFFICE

a. Notify the LLTCOP of a TSO that will necessitate the relocation of residents in care.

b. Share information with the LLTCOP to ensure timely and accurate information related to the TSO.

c. Coordinate a call/meeting to share proposed facility closure plan with the LLTCOP and other stakeholders, as necessary.

d. Ensure that all attendees at the closure plan call/meeting are advised of the confidentiality of the TSO action.

e. During the closure plan meeting, discuss methods of mitigating transfer trauma to residents and responsible persons. The CCLD may assist with placements, as necessary.

f. Identify and coordinate media contacts with the LLTCOP.

g. Coordinate a debriefing meeting with the LLTCOP to identify any outstanding issues or needs related to the TSO.

4. LLTCOP

a. Respond to the CCLD notification of potential TSO and identify resources to assist in the TSO action, as necessary.

b. With appropriate consent, share information with the CCLD that may impact the TSO action, including information about the facility or residents.

c. Provide input to the CCLD Regional Office on amending the facility closure plan.

d. Participate in discussions related to the TSO in a manner that protects the confidentiality of the TSO action.

e. Support efforts to minimize transfer trauma to residents by assisting in providing accurate information. With appropriate consent, provide information about facility residents and resident representatives to the CCLD. To the extent known, provide information about vacancies in other RCFEs that are able to accommodate the needs of individual residents and identify resources to assist relocation actions. LLTCOPs may not act as placement agencies and will not be responsible for finding alternative placement for displaced residents.

f. Assist the CCLD in the identification and coordination of media contacts.

g. Participate in debriefing meeting with the CCLD Regional Office to identify any outstanding issues or needs related to the TSO.

C. BANKRUPTCIES/FORECLOSURES

1. CCLD ADULT AND SENIOR CARE PROGRAM OFFICE

a. Upon availability of information and in a timely manner, the CCLD Regional Manager or his/her designee will share any information with the

State Ombudsman or his/her designee about a facility filing for bankruptcy or reporting financial distress.

b. The CCLD Adult and Senior Care Office Assistant Program Administrator or his/her designee will, as appropriate, share information about the facility with the OSLTCO.

2. OSLTCO

a. Upon notification by the United States Trustee, the State Ombudsman or his/her designee will notify the CCLD Regional Office Licensing Program Manager of the facility filing bankruptcy.

b. The State Ombudsman or his/her designee will provide copies of reports submitted to the Bankruptcy Court to the CCLD Program Administrator or his/her designee.

3. CCLD REGIONAL OFFICE

a. Notify the LLTCOP of a foreclosure that may necessitate the relocation of residents in care.

b. Share information with the LLTCOP to ensure timely and accurate information related to the foreclosure.

c. Coordinate a meeting to share proposed facility closure plan with the LLTCOP, as necessary.

d. During the closure plan meeting, discuss methods of mitigating transfer trauma to residents and responsible persons. The CCLD may assist with placements, as necessary.

4. LLTCOP

a. Respond to the CCLD notification of a foreclosure and identify resources to assist relocation actions, as necessary.

b. With appropriate consent, share information with the CCLD that may impact the foreclosure action, including information about the facility or residents.

c. Provide input to the CCLD Regional Office on the proposed facility closure plan.

d. Support efforts to minimize transfer trauma to residents by assisting in providing accurate information. With appropriate consent, provide individualized, accurate information about facility residents to the CCLD.

To the extent known, provide information about vacancies in other RCFEs that are able to accommodate the needs of individual residents and identify resources to assist relocation actions. LLTCOPs may not act as placement agencies and will not be responsible for finding alternative placement for displaced residents.

D. CHANGE OF LOCATION

1. CCLD PROGRAM OFFICE

a. Notify the OSLTCO that the CCLD has received and processed a request for a change in location.

2. LLTCOP

a. Notify the CCLD of any proposed or pending change of locations that may not have been previously reported.

E. CLOSING OF FACILITY BY LICENSEE

1. CCLD REGIONAL OFFICE

a. Notify the LLTCOP of a facility closure that will necessitate the relocation of residents in care.

b. Share information with the LLTCOP to ensure timely and accurate information related to the facility closure.

c. Coordinate a meeting to share proposed facility closure plan with the LLTCOP, as necessary.

d. During the closure plan meeting, discuss methods of mitigating transfer trauma to residents and responsible persons. Assist with placements, as necessary.

2. LLTCOP

a. Respond to the CCLD notification of facility closure and identify resources to assist, as necessary.

b. With appropriate consent, share information with the CCLD that may impact the facility closure, including information about the facility or residents.

c. Provide input to the CCLD Regional Office on amending the facility closure plan.

d. Support efforts to minimize transfer trauma to residents by assisting in providing accurate information. With appropriate consent, provide individualized, accurate information about facility residents to the CCLD. To the extent known, provide information about vacancies in other RCFEs that are able to accommodate the needs of individual residents and identify resources to assist relocation actions. LLTCOPs may not act as placement agencies and will not be responsible for finding alternative placement for displaced residents.

F. CHANGE OF OWNERSHIP

1. CCLD REGIONAL OFFICE

a. Notify the LLTCOP that the CCLD has received and processed a request for a change in ownership.

2. LLTCOP

a. Notify the CCLD of any proposed or pending change in ownership that may not have been previously reported.

IV. JOINT RESPONSIBILITIES OF THE CCLD AND THE OSLTCO

A. Maintain communication by ensuring that LLTCOPs and CCLD Regional Offices meet on a quarterly basis or more frequently, as needed.

B. Provide updated contact lists for each department.

C. When needed, establish protocols for dealing with any situations that were not successfully resolved at the local level and require additional intervention for resolution.

D. Encourage and, when appropriate, approve and facilitate joint visits with the LLTCOP and the CCLD Regional Office.

E. Exchange information on the number of facilities, their licensed capacities, the number of complaints, and any other relevant statistical data that may be useful to the departments. This information should be provided once a year, at a minimum, or upon an agreed upon schedule if reports are needed more frequently.

F. Ensure notification of any significant impacts in CCLD facilities as it may affect the level of service to residents/clients.

V. CONTINUING CARE RETIREMENT COMMUNITIES

A Continuing Care Retirement Community (CCRC) is a facility which enters into a promise to provide residents with one or more elements of care to an elderly resident for the duration of his or her life or for a term in excess of one year. CCRCs typically offer residential living units that typically provide independent living arrangements, but which are licensed to provide assisted living services. They may also provide separate assisted living units, dementia care, and skilled nursing care. Seniors who enter into a continuing care contract with a CCRC provider often pay a substantial entrance fee ($100,000 to $1,500,000 or more) upon entering into a continuing care contract, and then pay ongoing monthly fees. In exchange for these payments, providers furnish their elderly residents with congregate living services and an assortment of health care benefits for an extended period of time, usually for the duration of the residents' lives.

Responsibilities for monitoring CCRCs are shared by different entities within CCLD. The Continuing Care Branch (CCB) has responsibility for the Continuing Care Contract statutes (HSC § 1770 et seq). CCB is tasked with protecting the investments made by the residents. Thus, the financial health of each provider is assessed by CCB. The CCB requires providers to first obtain a Provisional Certificate of Authority (PCOA) from the CCB before they can enter into any continuing care contracts. Once they have shown that they can meet minimum financial requirements, the CCB will issue a final Certificate of Authority (COA). Each provider must provide the CCB an annual financial statement, which is reviewed by the CCB.

CCB also reviews and approves the providers' continuing care contracts to ensure that they comply with the Continuing Care Contract statutes. In addition, the Continuing Care Contract statutes include a "residents' bill of rights," though CCB's authority to enforce the "residents' bill of rights" is limited.

A provider is also required to obtain a RCFE license by CCLD's ASCP Office for the RLUs. The SNF is licensed by the California Department of Public Health.

A. CCLD CONTINUING CARE

1. Investigate cross-reported allegations involving CCRCs, continuing care contracts, or the provisions of continuing care services. Give priority to complaints referred by the LLTCOP, except that any complaint alleging an immediate threat to resident health and safety will be given first priority.

2. Identify whether cross-reported allegations relating to CCRCs are within the scope of CCCB or ASCP, and direct LLTCOP to the appropriate individuals within CCLD.

3. Work collaboratively with the LLTCOP as needed during a complaint investigation involving a resident.

4. At the completion of the complaint investigation, notify and/or provide the LLTCOP of the availability of any related public CCLD reports.

5. Upon the request of the LLTCOP meet with the LLTCOP to discuss the findings of the complaint filed by the LLTCOP.

6. Upon request, respond in a timely manner to requests, including but not limited to, aggregate and facility data.

B. OSLTCO/LLTCOP

1. With appropriate consent, cross-report any allegation involving CCRCs, continuing care contracts, or the provisions of continuing care services.

2. With appropriate consent, cross-report allegations relating to CCRCs to the Centralized Complaint and Information Bureau.

3. During the course of a known CCLD complaint investigation and with appropriate consent, share information pertinent to the investigation.

4. Participate in meetings and with appropriate consent, share additional information regarding the complaint.

5. Upon request, respond in a timely manner to requests, including but not limited to aggregate and facility data.

VI. TERM:

This MOU shall become effective January 1, 2016, and shall remain in effect until December 31, 2021, or until such time as either party terminates, or amends with mutual consent of both parties.

VII. PROJECT REPRESENTATIVES:

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION (CCLD)

A. The contact person for the CCLD for policy issues and general liaison responsibilities will be:

Primary	Secondary:
Chereese Camacho Policy Analyst	Susan Hutchinson SSM I/Manager
CDSS/CCLD Policy, Training and Certification Branch	CDSS/CCLS Policy, Training and Certification Branch
744 P Street, 14th Floor M.S. 9-14-89	744 P Street, 14th Floor M.S. 9-14-89
Sacramento, CA 95814	Sacramento, CA 95814
Phone: (916) 653-1271	Phone: (916) 654-2462
FAX: (916) 654-1691	FAX: (916) 654-1691
E-Mail: Chereese.Camacho@dss.ca.gov	E-Mail: Susan.Hutchinson@dss.ca.gov

B. The contact person for the CCLD for data related issues will be:

Contact the appropriate CCLD Regional Office

CALIFORNIA DEPARTMENT OF AGING
OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN (OSLTCO)

C. The contact person for the OSLTCO for policy issues, training, legislation and general liaison responsibilities will be:

Primary	Secondary:
Stella Veraflor-Rundell Aging Programs Analyst II	Hester Klinesteker SSM I/Manager
CDA/OSLTCO	CDA/OSLTCO
1300 National Drive, Suite 200	1300 National Drive, Suite 200
Sacramento, California 95834	Sacramento, California 95834
Phone: (916) 928-2198	Phone: (916) 419-7514
FAX: (916) 928-2503	FAX: (916) 928-2503
E-Mail: Stella.Veraflor-Rundell@aging.ca.gov	E-Mail: Hester.Klinesteker@aging.ca.gov

D. The contact person for the OSLTCO for data related issues will be:

Stella Veraflor-Rundell

The CDSS and the CDA reserve the right to change the contact representatives at any time and will notify the other party of the change in writing. An amendment is not required for this change.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

By: ***original document signed by*** **Date:** October 6, 2016

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DEBORAH PEARCE, Chief,
Contracts and Purchasing Bureau

CALIFORNIA DEPARTMENT OF AGING
OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN

By: ***original document signed by*** **Date:** September 22, 2016

_____
JOSEPH RODRIGUES
State Long-Term Care Ombudsman