



Home Care Services Consumer Protection Act

Stakeholders Meeting
May 29, 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:

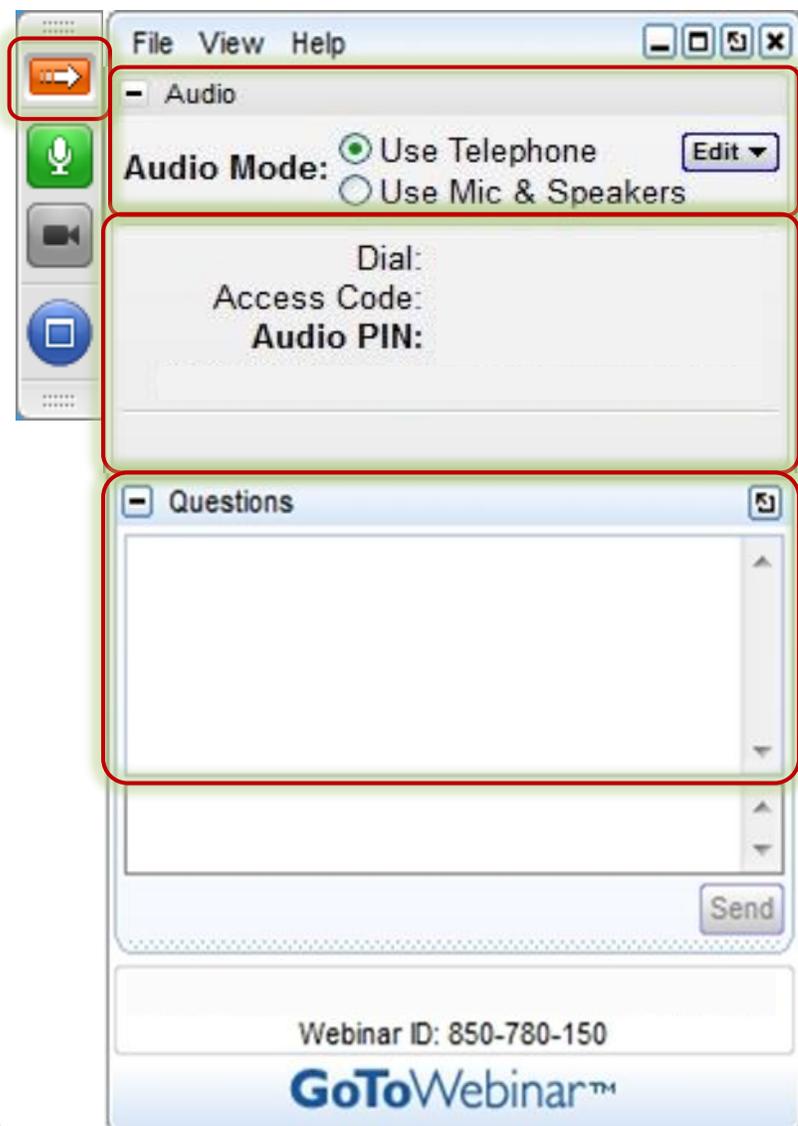
- Organizer:** GoToMeeting Training Team | **Presenter:** GoToMeeting Training Team
- Audio:** Call in using your telephone
- United States:
Access Code:
Audio PIN:

The interface also features a vertical toolbar on the right with icons for audio, video, and chat. A floating "Audio" settings panel is open, showing:

- Audio Mode:** Use Telephone (selected) | Use Mic & Speakers
- Dial:
Access Code:
Audio PIN:

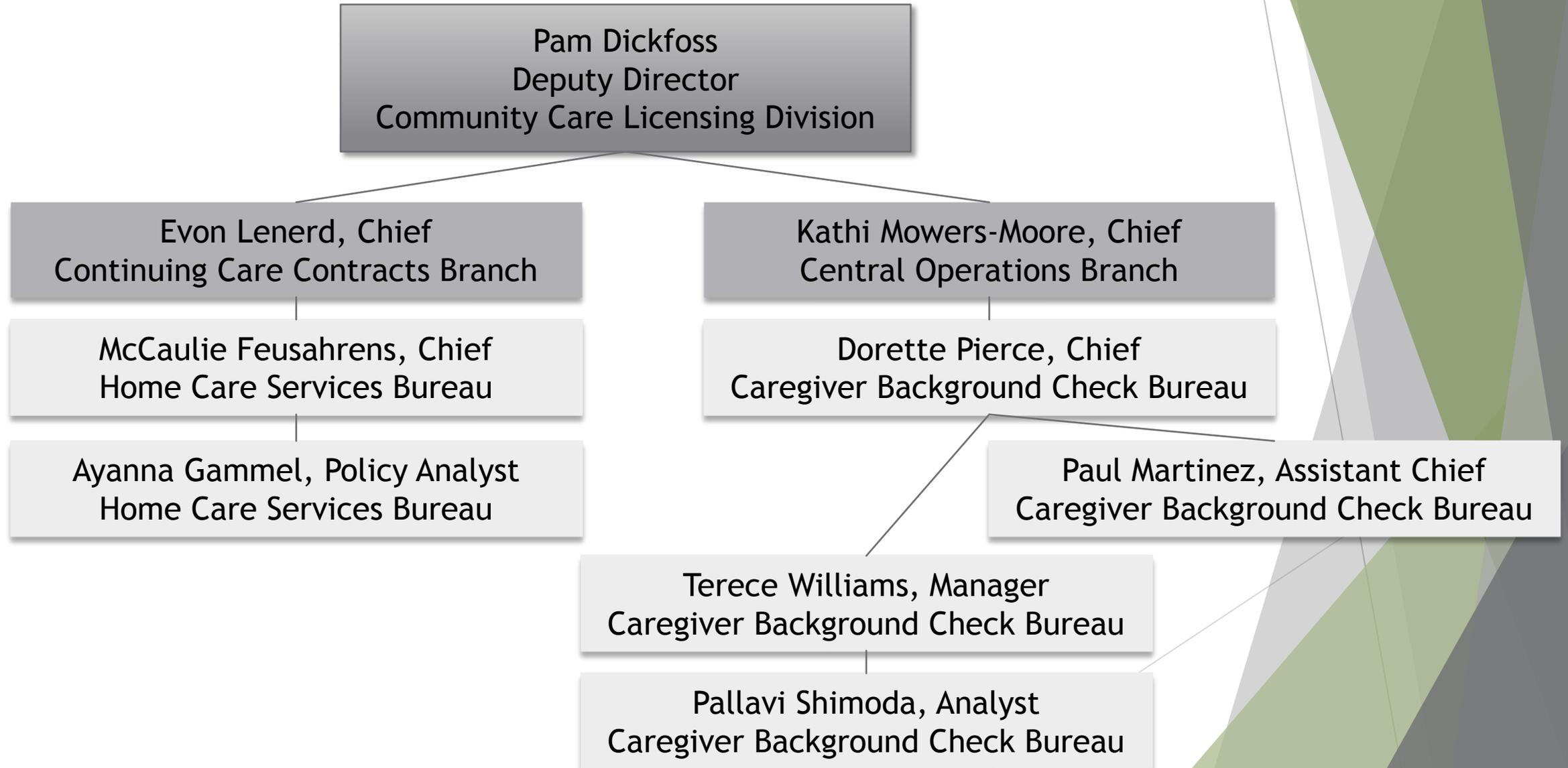
Below the audio settings is a "Questions" section with a text input field and a "Send" button. At the bottom of the interface, the "Webinar ID: 850-780-150" and the "GoToWebinar™" logo are visible. The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 9:01 AM on 12/1/2010.

GoToMeeting Control Panel



- Expand & collapse your Panel
- Audio: Call in by Conference Call
 - Select “Use Telephone”
 - Dial: (562) 247-8321
 - Access Code: 997-384-719
 - Audio PIN: Input your unique PIN
- Chat/Questions: Submit a question or comment and receive responses

Home Care Services Consumer Protection Act Implementation Team



Objectives

- ▶ Updates
- ▶ High Level Milestones
- ▶ Information Session
- ▶ Wrap Up/Next Steps

Updates / Milestones



Updates

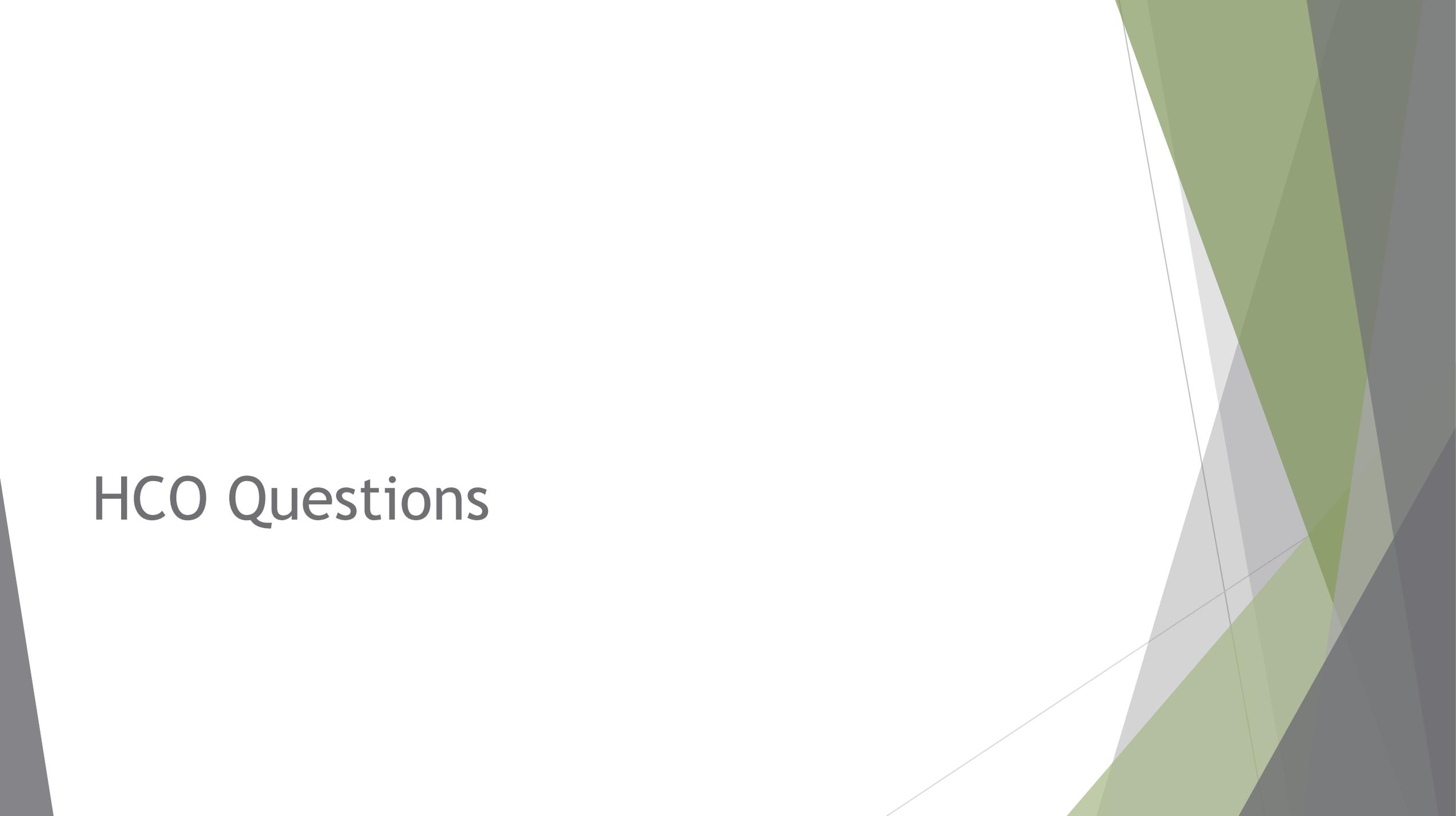
- ▶ Fingerprinting
- ▶ HCSB Move
- ▶ CDPH Coordination
- ▶ Other States Information
- ▶ Site Visits Scheduled
- ▶ Hiring/Fees/Application/Written Directives/Regulations

Anticipated Milestones

		2015										2016
Category/ Activity	Deliverables	Prior to May	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	
Hiring	Advertise											
	Interview											
	Onboard											
Fee Development	Determination											
	Approval											
	Release											
HCO Application	Development											
	Revisions											
	Release											
	Acceptance											
Written Directives	Development											
	Revisions											
	Release											
Regulations	Development											
	Revisions											
	Submission											
	Coordinate											

NOTE: The months in GREY represent CDSS 'behind the scenes' work. The months in GREEN represent months that information is released to HCOs or actions to be taken by HCOs.

HCO Questions



Exempt Agencies

- ▶ What agencies/entities/organizations are exempt from licensure under the Home Care Services Consumer Protection Act?
 - ▶ Community Care Facilities
 - ▶ Facilities contracted through a regional center or DDS
 - ▶ Home Health Agencies
 - ▶ Alcohol or drug abuse recovery/treatment facilities
 - ▶ Employment Agencies
 - ▶ Licensed Health Facilities
 - ▶ Licensed Clinics (care clinics and specialty clinics)
 - ▶ In Home Supportive Services (IHSS)
 - ▶ Licensed Hospice Agencies
 - ▶ Facilities with only Indian children who are eligible under the Indian Child Welfare Act

Licensing Inspections

- ▶ What will the licensing inspection entail and how can HCOs prepare?
 - ▶ Unannounced inspections during 2 year licensing cycle
 - ▶ Posted License
 - ▶ Posted Hours
 - ▶ Administrative Files
 - ▶ Personnel Files

Reporting Requirements

- ▶ What are the reporting requirements for the licensed HCOs?
 - ▶ Suspected Abuse of Client(s)
 - ▶ Organizational Changes

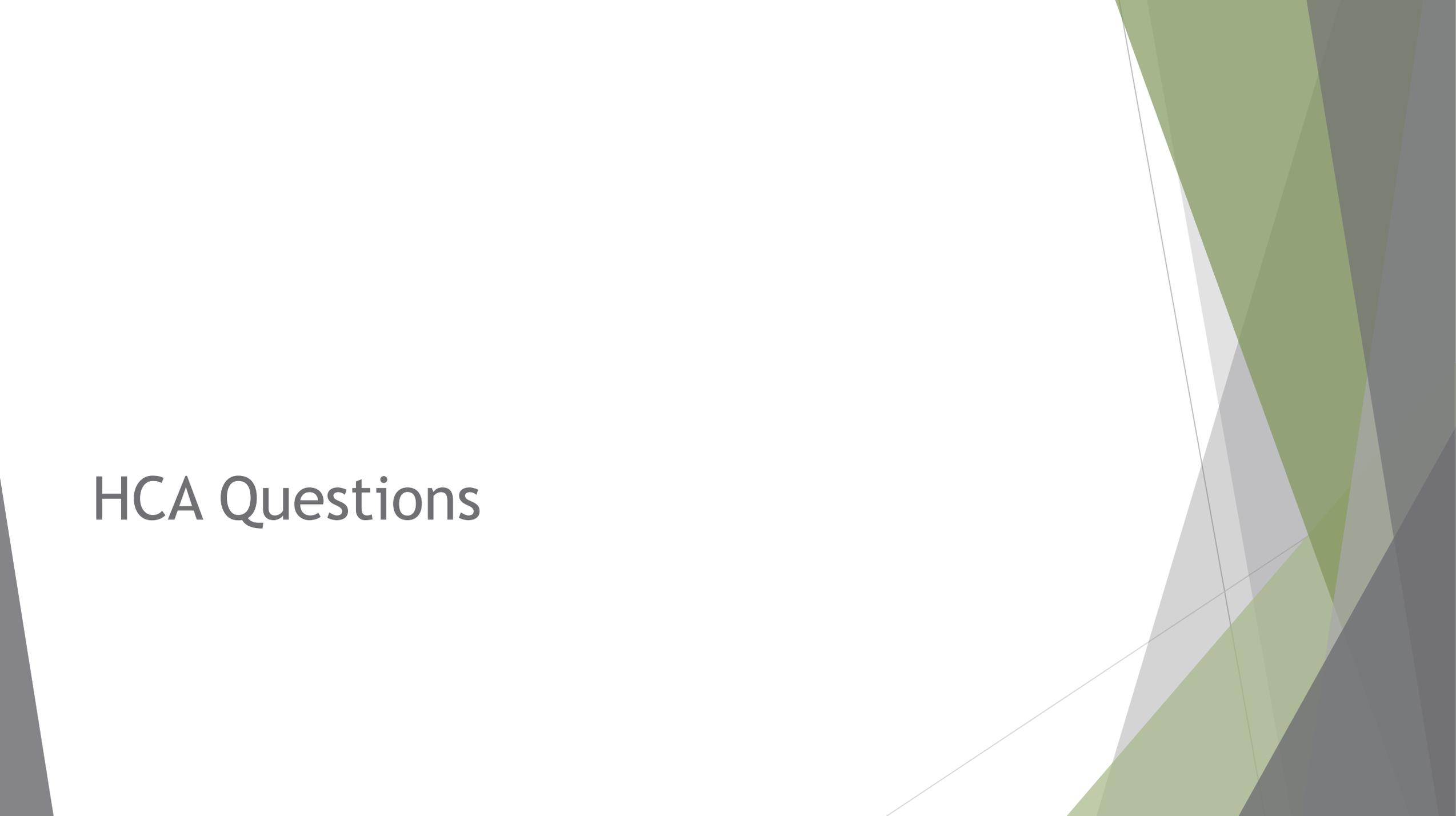
Training Requirements

- ▶ What are the training requirements for the HCAs and who has to issue the training?
 - ▶ How often, What's documented, Who's conducting
 - ▶ New Employee Training - 5 hours
 - ▶ 2 hours of orientation
 - ▶ 3 hours of basic health and safety
 - ▶ Ongoing Training - 5 hours

TB and Training Timeframes

- ▶ For existing HCAs employed with HCOs, do they have to be re-trained and sent for another TB test?
 - ▶ Training - certify orientation
 - ▶ TB - within 2 years

HCA Questions



Home Care Aides

- ▶ What is a HCA?
 - ▶ Registered
 - ▶ Independent
 - ▶ Affiliated
 - ▶ Duties

Fingerprint Process

- ▶ What is the fingerprint process?
 - ▶ How to submit fingerprints
 - ▶ Livescan process
- ▶ When are fingerprints submitted?
- ▶ What criminal history information is received from DOJ?
 - ▶ Arrests, misdemeanors, and felonies
- ▶ Who receives the criminal history information?
 - ▶ Caregiver Background Check Bureau
 - ▶ HCO will receive a DOJ clearance letter if no criminal history
(This is not a notification of registration approval)

Transfer Process

- ▶ What is an Exemption Transfer?
- ▶ What is a Clearance Transfer?
- ▶ Can there be associations to multiple organizations?
- ▶ When is the HCA disassociated from an organization?
- ▶ What is the timeframe for processing transfer requests?

Registry

- ▶ How does a HCO or private client verify a HCA's status on the Home Care Aide Registry?
 - ▶ Information displayed
 - ▶ Registry status(es)
 - ▶ Association(s)
 - ▶ Independent

Registry Display - Multiple HCOs

Below is an example of what the registry would display if a HCA was working for multiple HCOs.

FIRST NAME: John
LAST NAME: Lennon
ID NUMBER: 790102030405
STATUS: CLEARED
EXPIRATION DATE: 01/01/2018

AFFILIATIONS:

010203045
Apple Home Care
12345 Abbey Road
London, CA
(123) 456-7890

010405067
Capitol Records Care
12345 Hollywood Blvd
Los Angeles, CA
(987) 654-3210

020304056
Mercury at Home
9456 Records Lane
Los Angeles, CA
(987) 654-3210

Registry Display - Single HCO

Below is an example of what the registry would display if a HCA was working for one HCO.

FIRST NAME: John
LAST NAME: Lennon
ID NUMBER: 790102030405
STATUS: CLEARED
EXPIRATION DATE: 01/01/2018

AFFILIATIONS:

010203045
Apple Home Care
12345 Abbey Road
London, CA
(123) 456-7890

Registry Display - Independent

Below is an example of what the registry would display if a HCA was an Independent HCA.

FIRST NAME: John
LAST NAME: Lennon
ID NUMBER: 790102030405
STATUS: CLEARED
EXPIRATION DATE: 01/01/2018
AFFILIATIONS:
INDEPENDENT

Next Steps

The background features a series of overlapping, semi-transparent geometric shapes. On the right side, there are large, angular shapes in various shades of green and grey. These shapes overlap each other, creating a layered effect. The overall composition is minimalist and modern.

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) 657-2592.