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January 30, 2023

PIN 23-01-ASC
(Supersedes PIN 21-35-ASC)

TO: ALL ADULT AND SENIOR CARE FACILITY LICENSEES

FROM: *Original signed by Kevin Gaines*
KEVIN GAINES
Deputy Director
Community Care Licensing Division

SUBJECT: **ANNUAL INSPECTIONS USING THE COMPLIANCE AND REGULATORY ENFORCEMENT (CARE) TOOLS**

Provider Information Notice (PIN) Summary

PIN 23-01-ASC announces the resumption of inspections using the Community Care Licensing Division's (CCLD) full inspections tools, known as CARE Tools, beginning March 1, 2023.

Please post/keep this PIN in the facility where persons in care can easily access it and distribute the PIN Summary for Persons in Care (located at the end of this PIN) to persons in care and/or, if applicable, their representatives.

On March 1, 2023, the California Department of Social Services (CDSS) will resume the use of the full CARE Tools for annual inspections of Adult and Senior Care facilities.

This PIN supersedes [PIN 21-35-ASC](#), dated July 30, 2021, as it relates to the delayed use of the full CARE Tools.

Since May 10, 2021, annual inspections have focused on supporting compliance with health and safety requirements that have the maximum effect of mitigating and preventing the spread of COVID-19. Annual inspections will now resume to focus on all health and safety requirements necessary to support compliance with statutes and

regulations applicable to ASC facilities.

Beginning March 1, 2023, CCLD will switch from the primary use of the Infection Control domain to utilizing all the domains in the CARE Tools. Onsite inspections will continue to use the Infection Control domain for Adult and Senior Care (ASC) facilities which has now been updated to include new infection control regulations.

NOTE: The Infection Control domain contains emergency regulations approved February 7, 2022, and will be updated, as needed, upon permanent adoption.

For more information on the requirements addressed in each domain of the CARE Tools, licensees may visit the [Inspection Process Project page](#) on the CCLD website. CCLD encourages licensees to become familiar with the CARE Tools and inspection processes by periodically visiting the site, which will be updated regularly with information related to the tools and related documents.

The CARE Tools discussed in this PIN do not impose any new requirements on licensees and providers, and only help facilitate inspections conducted by CCLD licensing program analysts (LPAs). During inspections LPAs will inspect facilities for compliance with all licensing statutes and regulations applicable to ASC facilities including those not listed in the tools. The CARE Tools do not limit the authority of CDSS to cite legal authority not listed in the Tools, if appropriate.

NOTE: There may be more than one LPA on site during an inspection as we train and implement use of the full CARE Tools.

Licensee Surveys

During and after the launch of the full ASC CARE Tools, CCLD will continue to evaluate and research the effects and efficiency of the CARE Tools. To implement this continuous quality improvement process, CCLD requests that licensees participate in a short survey relating to their experiences with the CARE Tool inspection process. Licensees will receive a link to the survey after each completed inspection. Participation is voluntary, and all responses will be kept confidential.

Important! Licensees should continue to follow guidance in all applicable CDSS [PINs](#) in addition to guidance or instructions from:

- Health care providers;
- [Centers for Disease Control and Prevention \(CDC\)](#);
- [California Department of Public Health \(CDPH\)](#);
- [California Department of Developmental Services \(CDDS\)](#);
- [California Department of Industrial Relations \(DIR/ Cal/OSHA\)](#); and
- [Local health departments](#).

*If there are differing requirements between the most current CDC, CDPH, CDDS, Cal/OSHA, and local health department guidance or health orders, **licensees should follow the strictest requirements**. However, there may be times where a licensee will need to contact their Regional Office for assistance in reconciling these differences, especially if the strictest requirements appear to be in conflict with the best interest of persons in care.*

If you have any questions regarding this PIN, please contact your [Adult and Senior Care Regional Office](#).

PIN Summary for Persons in Care

A Companion Guide for Provider Information Notice (PIN) 23-01-ASC, Annual Inspections Using the Compliance and Regulatory Enforcement (CARE) Tools

We prepared this **Summary for Persons in Care** as a companion to PIN 23-01-ASC to inform you of guidance we provided to your care providers concerning your care.

Since May 10, 2021, the Community Care Licensing Division (CCLD) conducted inspections that were focused on verifying that your facility was following specific infection control practices that have the effect of mitigating and preventing the spread of COVID-19. Beginning March 1, 2023, CCLD is going to resume annual inspections that focus on all health and safety requirements necessary to support the licensee of your facility in complying with statutes and regulations that apply to Adult and Senior Care facilities.

If you have any questions, please reach out to your licensee or care provider. Below is additional information on how to obtain support or to file a complaint:

- Long Term Care [Ombudsman](#) (call 1-800-510-2020) and the Statewide CRISIS line at 1-800-231-4024.

You may also file a complaint regarding a licensed community care provider by using the CCLD Complaints Hotline at 1-844-538-8766 (1-844-LET-US-NO) or email: letusno@dss.ca.gov.