



JENNIFER TROIA
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

April 14, 2025

PIN 25-03-ASC

TO: ALL ADULT AND SENIOR CARE PROGRAM LICENSEES

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

SUBJECT: **INFORMATIONAL CALL REGARDING RECORDKEEPING AND THE
MAINTENANCE OF FACILITY FILES**

Provider Information Notice (PIN) Summary

PIN 25-03-ASC announces an upcoming informational call about best practices for recordkeeping in Adult and Senior Care (ASC) facilities on April 24th, 2025.

The Community Care Licensing Division (CCLD) Adult and Senior Care Program is pleased to announce a program-specific live informational call providing best practices for maintaining facility files. Keeping organized facility files is necessary for delivering quality care. Proper recordkeeping ensures relevant information is easily accessible, accurate, and current, enabling staff to make well-informed decisions about residents' care needs.

Hosted by the Technical Support Program, this webinar will focus on creating reviewer-centered files and performing self-assessments to improve operational efficiency.

The live informational call will take place on Thursday, April 24th, 2025, from 10:00 AM – 11:30 AM Pacific Time (US and Canada) via **Zoom**.

Please click the link to register for the webinar: [Webinar Registration - Zoom](#)
Register early, as seating is limited.

Interpretation Services

This webinar will have simultaneous interpretation services in Spanish, Tagalog, and American Sign Language (ASL).

Using the Zoom Platform and Help Center

Please use the Zoom link to access the meeting. A Zoom account is not required if you join the meeting as a participant. You can also join [a testing meeting](#) to familiarize yourself with the Zoom platform. You may also access the Zoom Help Center for [Frequently Asked Questions](#).

CCLD also encourages licensees and staff to view the PowerPoint presentation [Record Keeping and the Maintenance of Facility Files](#).

If you have any questions regarding the PIN, please contact Adult and Senior Care Program Office at (916) 657-2592 or at CCLASCPBusinessServices@dss.ca.gov.

For more information about the Technical Support Program please contact TechnicalSupportProgram@dss.ca.gov. For resources and previous webinar recordings, visit [Technical Support Program](#).

Complete listing of all [Adult and Senior Care Regional Offices](#).