



Department of Social Services
Community Care Licensing Division
Orange County Adult and Senior Care Regional Office
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www.cclid.ca.gov



Introducing the Orange Regional Office

- The Orange Regional Office consists of:
 - Nineteen (19) Licensing Program Analysts
 - Four (4) Licensing Program Managers:
 - Sheila Santos
 - Luz Adams
 - Alisa Ortiz
 - Armando Lucero
 - One (1) Regional Manager: Marina Stanic, Ph.D.
- The Orange Regional Office serves the following counties:
 - Orange County



Today's Presentation Will Cover:

- Community Care Licensing Division (CCLD) – brief introduction to CCLD, its role, mission, and responsibility which includes addressing neighbor's concerns.



CCLD Organizational Structure & Leadership:

Kevin Gaines
Deputy Director

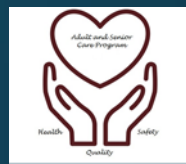
Kimberly Lewis
Interim Assistant Deputy Director

Claire Matsushita, MSW
Program Administrator



Who do we serve?

- The Orange Regional Office serves roughly 1400 licensed facilities. The number of facilities licensed grows daily. The staff allotment is assigned based on amount of facilities a region has.



Our Mission

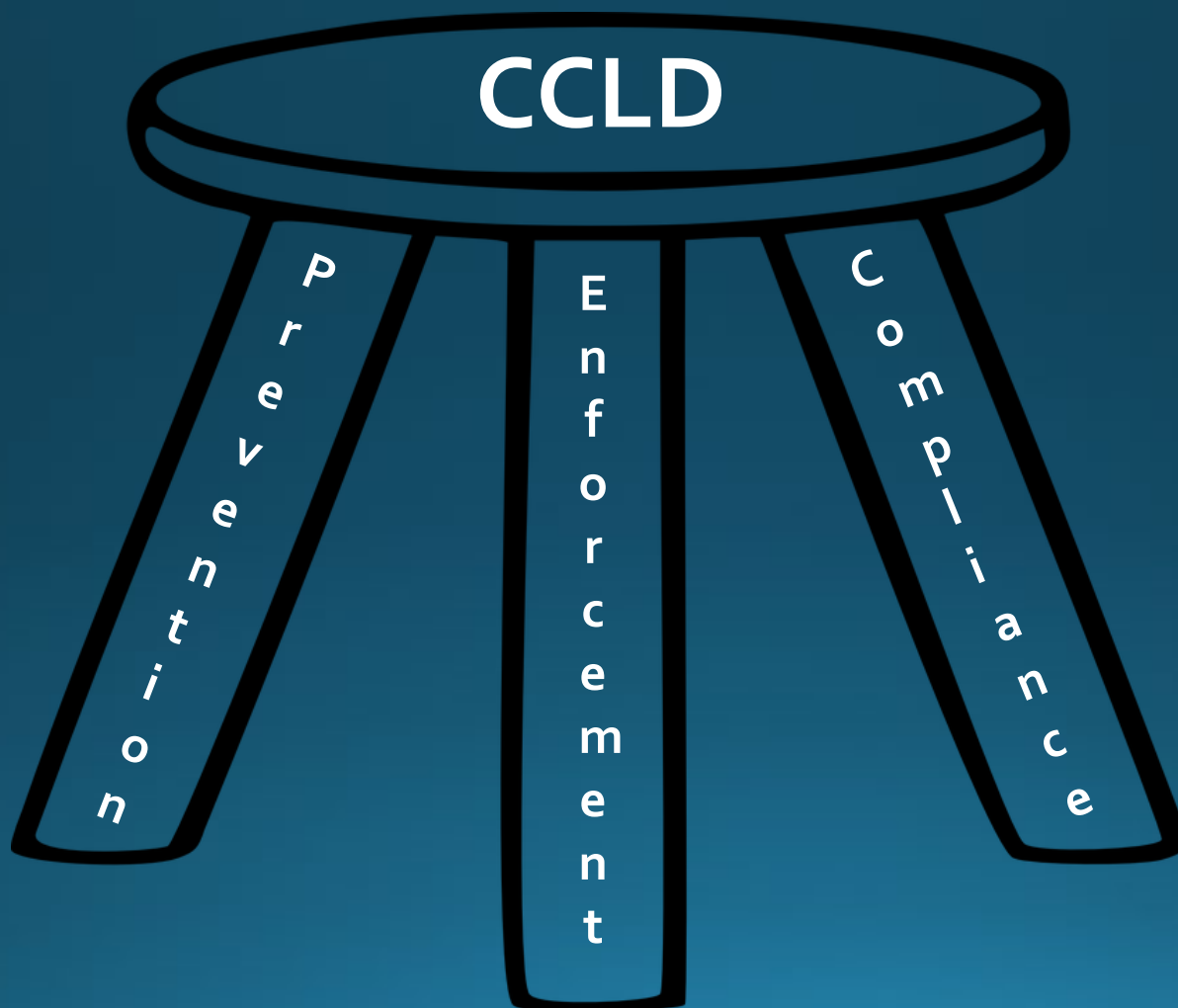
COMMUNITY CARE LICENSING DIVISION

- The mission is 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.

ADULT AND SENIOR CARE PROGRAM

- The vision is that all adults and seniors in the community care setting will have access to quality of care.
- The mission is to optimize the health and safety of adults and seniors in community care settings.

Our Mission as CCLD:



Prevention

To reduce predictable harm by screening out unqualified applicants through the application process.

- 3 Part Orientation
- Criminal Record Clearance
- Health Screening
- Fire Clearance
- First Aid Certificate
- Administrator Certificate
- Application Reviews
- Pre-licensing Visit



Compliance

Once the license is issued, the licensing agency has the authority to inspect the facility. This is to ensure that the facility is operating in compliance, then deficiencies are cited on a Licensing Report. The report will have a time frame for correction of the deficiencies cited and the civil penalties involved if the corrections are not made.



Enforcement

When the facility fails to protect the health and safety of the residents or chronic serious deficiencies exist, then various administrative actions may occur.

They include:

- Civil penalty assessments,
- Informal meetings,
- Non-Compliance Conferences,
- Denial of application/s,
- Revocation of license/s or Temporary suspension order,
- Exclusion of a person.



Terms of the License

The license is given to a specific licensee at a specific location to serve a specific client group and is not transferable. After the license is issued, its term is perpetual.

State and federal laws require that residential care facilities that serve six or fewer residents be considered a residential use of property.



What is a Community Care Facility?

- A CCL facility means any facility, place of building where nonmedical care and supervision are provided.



What is a Social Rehabilitation Facility?

- Social Rehabilitation Facility means any facility which provides 24-hour-a-day nonmedical care and supervision in a group setting to adults recovering from mental illness who temporarily need assistance, guidance, or counseling.



What is a Sober Living?

- Sober living houses (SLHs), also called sober homes and sober living environments, are "alcohol- and drug-free living environments for individuals attempting to maintain abstinence from alcohol and drugs". They are typically structured around 12-step programs or other recovery methodologies. SLHs serve as a transitional environment between such programs and mainstream society.
- SLHs may be certified or governed by Sober Living Coalitions or Networks. However, "because there is **NO FORMAL MONITORING** of SLHs" that are not affiliated with associations or coalitions, it is impossible to provide an exact number of SLHs.



Evaluation Process

- The facility is evaluated to ensure that it is in substantial compliance with licensing laws and regulations.
- If the facility is found to be out of compliance, the facility is cited for violation of regulation/s.
- Violations are cited to protect the clients in care.



Types of Visits

- Pre-Licensing visit
- Post Licensing visit (90 days after initial visit)
- Complaint visit (Anytime)
- Annual visit (Every 12 months)
- Plan of Corrections visit (Anytime as required)
- Case Management visit (Anytime)

All visits are unannounced except pre-licensing visits.



Transparency Project

- Department of Social Services has launched a Transparency Project. This allows the public to access publically available reports on all CDSS Licensed facilities.
- Stay Updated
 - Navigate to Facility and choose to be notified when new reports or information is added regarding specific facilities.
- From [CDSS home page](#) (screenshots on following slides)



How to navigate DSS.CA.GOV Stay Updated

- From the [CDSS home page](#), click Find Licensed Care

The screenshot shows the CDSS website home page. At the top, there is a navigation bar with links for 'Accessibility help', 'Skip to Content', and a search bar. The main header features the 'CA.GOV' logo and the 'Department of Social Services' title. Below the header, there are several menu items: 'Benefits & Services', 'Information & Resources', 'Reporting', 'Data Portal', and 'Careers With CDSS'. A prominent section titled 'Coronavirus Disease (COVID-19) Information' contains a grid of eight service buttons: 'Find a...', 'Apply for CalWORKS', 'Apply for CalFresh', 'In-Home Support Services', 'Find Licensed Care' (circled in yellow), 'Report Abuse', 'Request Hearing', and 'Report Fraud'. To the right of the grid, there are boxes for 'California Governor Gavin Newsom', 'CHHS Secretary Mark Ghaly', and 'CDSS Director Kim Johnson'. Below these is an 'About CDSS' section with contact information for the Public Inquiry and Response Unit.





How to navigate DSS.CA.GOV Stay Updated

- From the [Search For A Facility](#) link

Accessibility help Skip to Content

CA.GOV CDSS Department of Social Services

Search

Select Language

Powered by Google Translate

Disclaimer

Home Letters/Regulations Forms/Brochures Fiscal/Financial Data Portal Disaster Services Branch

CDSS Programs | Community Care Licensing | Facility Search Welcome

Facility Search Welcome

The Department of Social Services is pleased to present this website posting information about licensed facilities throughout California.

A few important notes:

- This website is always evolving, and we will keep working to improve it. We welcome and appreciate your input.
- This site contains five years' worth of information on facilities. To get more information on any facility, including more details about any citations, please call the local Regional Office. The phone number is listed on the same screen as the facility's information.
- This information is intended to help individuals and families learn more about a facility they might be considering.
- Complaint Investigation Reports on facilities are now available.
- Subscribe to receive e-mail notifications about one or more CDSS licensed facilities anytime a change occurs.
- Never rely on this information alone to make a decision about a facility.
- Always visit facilities in person to ensure that it meets you, your friend or family member's needs.
- Always ask to see the most current licensing information at a facility. If they can't or won't share it with you, please contact us immediately. Facilities are required by law to provide that information to you.
- Please contact your Regional Office for additional information regarding previous information.

[Search For A Facility](#)

CCLD Complaint Hotline

If you see something, let us know!

To file a complaint regarding a state licensed community care facility or child care facility visit our Complaint Hotline Page for contact information and more.

[Complaint Hotline and Information](#)

CCLD Services and Notifications

[Find Licensed Care](#)

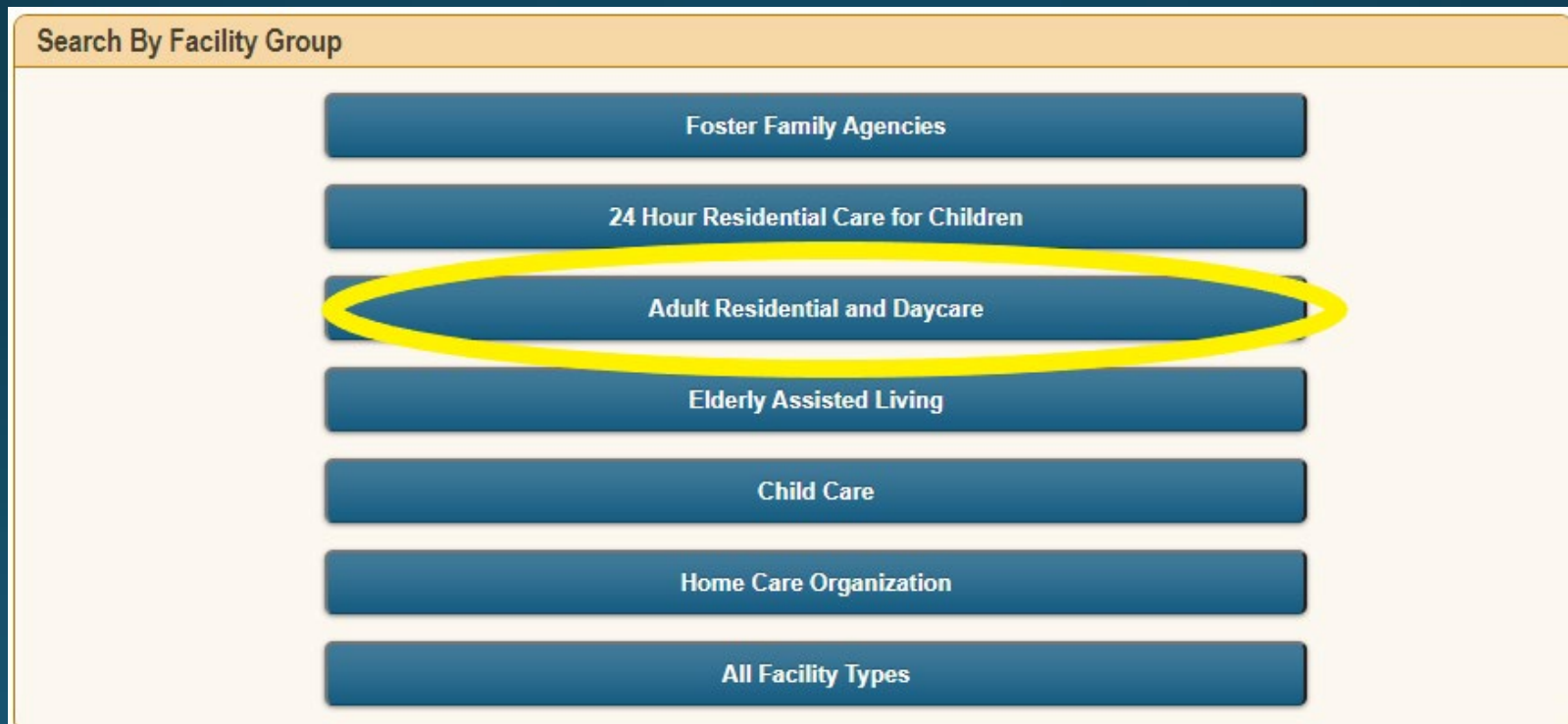
[Pay Licensing Fees](#)

[Receive Important Updates](#)



How to navigate DSS.CA.GOV Stay Updated

- On this menu you can choose Search By facility Group you would like to view. For this example we chose Adult Residential and Daycare bar.



The screenshot shows a web interface titled "Search By Facility Group" with a list of seven blue buttons. The button for "Adult Residential and Daycare" is highlighted with a yellow oval.

Facility Group
Foster Family Agencies
24 Hour Residential Care for Children
Adult Residential and Daycare
Elderly Assisted Living
Child Care
Home Care Organization
All Facility Types

How to navigate DSS.CA.GOV Stay Updated

- On this menu you can choose Search by Social Rehabilitation Facility and County (Orange) and that will bring us to a list of Facilities with all the reports.

Search Group selected: [*Adult Residential and Daycare*]

Please start your search by selecting one or more of the available criteria below.

Facility Type:
Social Rehabilitation Facility

AND one of the following:

Facility Name:

Street:

City:

Zip code:

County:
Orange

How to navigate DSS.CA.GOV Stay Updated

- Stay updated! Receive updates to facility documents. Enter your email and subscribe.

Mailing List

Subscribe to receive weekly alerts and updates about facility 306006077: ACERA HEALTH LLC.

⚠ To ensure you receive email updates, **please add "CCLWebmaster@dss.ca.gov" to your email contact list.**



DSS Mobile App

- DSS released Mobile Application
- Available on Google Play store and Apple App store
 - The Application is free to download!
- You can do Facility Searches and view reports
- Mobile access to DSS resources and Information.



DSS Mobile App

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Department of SOCIAL SERVICES CDSS

Announcements

New: California law has changed. The term “unsubstantiated” will be used for allegations that don’t have enough evidence to prove that they happened. In the past, these were called “inconclusive.” See Provider Information Notice (PIN) 17-02 available under the CCLD section of the website for more information.

New: To view the most recent information available, please ensure to download the latest version of the app.

New: CDSS has launched a Mobile App for this website now available on the App Store and Google Play.

Select Group

Please start your search by selecting a facility group you are looking for.

- Foster Family Agencies
- 24 Hour Residential Care for Children
- Adult Residential and Daycare
- Elderly Assisted Living
- Child Care
- Home Care Organization

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Department of SOCIAL SERVICES CDSS

Search *Group selected: [Elderly Assisted Living]*

Please start your search by selecting one or more of the available criteria below.

Facility Type:
Assisted Living

AND one of the following:

Facility Name:

Street:

City:

Zip code:

County:
Select a county

OR search directly by:

Facility Number:
Must contain 9 digits

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Department of SOCIAL SERVICES CDSS

Frequently Asked Questions

Where can I find the facility definitions?
See the Glossary link at the top.

Where can I find out more about how facilities are regulated in California?
Please visit the [Community Care Licensing](#) website.

What is the best way to search?
Select just one or a few of the available search terms. You will be able to filter your search on the Results screen.

Where can I find the definitions of the facility types?
The definitions for the facility types can be found on the Glossary page.

I am looking for Foster Family Homes. Why can't I find them.
The publication of names and addresses of Foster Family Homes is restricted by law and considered confidential.

Why can't I find the addresses for Small Family Child Care homes (less than 8 children)?
Because these are Child Care providers' homes, the publication of addresses is restricted. To find Small Family Child Care home providers in your area, contact the [Resource and Referral Network](#) or call 1-800-KIDS-793. The Network can also assist you in searching for the right child care for your child and can provide you with addresses of facilities in your area.

Why can't I see or search on street addresses for Large Family Child Care Homes?





THANK YOU!