Department of Social Services  
Community Care Licensing Division  
Orange County Adult and Senior Care Regional Office  
770 The City Drive South, Suite 7100  
Orange, Ca (714)703-2840  

CCLASCPOrangeCountyRO@dss.ca.gov  
www.ccllca.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:

CCLD

Prevention

Enforcement

Compliance
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
How to navigate DSS.CA.GOV
Stay Updated

• From the Search For A Facility link
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.
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.
How to navigate DSS.CA.GOV
Stay Updated

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

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

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

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:

OR search directly by:

- Facility Number: Must contain 9 digits

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!