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ACL 20-13

Date: June 1, 2020
To: Community-Based Adult Services (CBAS) Center Administrators and Program Directors
From: California Department of Aging (CDA) CBAS Branch
Subject: Telephonic Surveys for CBAS Certification Renewal

Purpose

This ACL provides notice that effective June 1, 2020, CDA will begin temporarily conducting tele-surveys of providers who are due for certification renewal.

Background

Pursuant to the Governor's state of emergency declaration, Executive Orders, and public health guidance, CDA suspended onsite monitoring of CBAS providers in March 2020. Consistent with the Governor's orders, CDA has modified its survey process and will now conduct tele-surveys in lieu of onsite reviews until further notice. These tele-surveys will allow CDA to alternately meet statutory requirements for certification renewal during this time when CBAS providers are not providing traditional in center services.

What Providers Need to Know About the Tele-Survey Process

Those providers for whom certification renewal is due and onsite surveys have not yet been conducted are subject to tele-surveys at this time. Certification renewal tele-surveys will include many components of the usual onsite survey, including:

- Requests for/review of administrative and participant health records, such as staff time sheets/logs, staff training documentation, care plans, assessments, and progress notes.
- Interviews with provider staff and participants
- "Exit" interview with administrator and/or program director via phone or video conference

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- Completion of a statement of deficiencies for identified non-compliance
- Submission of a plan of correction as necessary

CDA will contact providers a few weeks prior to the survey to provide them with information about the tele-survey process and to request records. Providers will submit records requested by CDA via the Peach Provider Portal.

NOTE: CDA will continue to conduct routine monitoring of all CBAS TAS providers that will include some limited portions and techniques of the certification renewal tele-survey.

Questions

Please contact the CBAS branch if you have any questions: (916) 419-7545;
cbascda@aging.ca.gov.