

Home Care Organization License Application Process

The steps below provide a high-level overview of the application process to obtain a Home Care Organization license from the California Department of Social Services (Department). The timeframe for processing an application can vary depending on different factors, such as an applicant's timely submission of all required documents and obtaining the required criminal record clearances or an exemption, if required.

1 Obtain Information Online

Obtain Information Online about Home Care Organization Licensing by visiting our [website](#).

To learn about the application process, click on "[Home Care Organization Application Process](#)".

2 Download, Complete and Print Application Package and Gather all Required Documents

Visit the [Home Care Organization Application Process website](#) to obtain the necessary application documents.

Click on "[HCS 281](#)" to access the Application Instructions for A Home Care Organization License. This document provides a list of required forms and detailed instructions for completing the application, collecting the necessary records, and submitting the application package.

On the Application Process website, click on the form number links in Section A: Home Care Organization Application Forms chart to access the application forms.

Complete and print each of the forms in Section A and save a copy for your records. Each form must be completed, signed and submitted as part of the application package, following the instructions in the Application Booklet.

Assemble the supplemental documents listed in the Section B: Supplemental Documents chart.

3 Submit Application and Pay Application Fee

Complete and submit your completed application package, including all of the required forms listed in Section A: Home Care Organization Application Forms and the necessary supplemental documents listed in Section B: Supplemental Documents of the Application Instructions for A Home Care Organization License ([HCS 281](#)).

Review the Home Care Organization License Application [Fees](#).

To pay the application fee, attach a check or money order to your application package payable to “California Department of Social Services.” The application fee is non-refundable.

Mail your application package with a check or money order to the Home Care Services Branch at:

California Department of Social Services
Home Care Services Branch
744 P Street, M.S. 9-14-90
Sacramento, CA 95814

Save copies of the completed application package for your records.

4 Preliminary Application Review

After the Home Care Services Branch receives your application, it will be assigned to an analyst in the Home Care Services Branch Licensing & Registry Bureau.

You will receive an introductory letter which will include your pending license number, your analyst’s contact information, instructions on how to sign up for and attend orientation, and how to complete the Livescan process.

5 Register for and Attend Orientation

After submitting your application, you must attend an orientation. The Home Care Services Branch will mail you an orientation request form for you to complete and submit. There is a \$50.00 fee for orientation that is non-refundable.

The orientation is a scheduled, virtual session with HCSB staff and is not available on demand. Once you complete orientation and complete the orientation survey, you will receive a certificate.

6 Complete the Criminal Background Check Process

California law requires that all applicants and any individual with an ownership stake of 10% or greater must complete the background check process prior to licensure. The Department's Community Care Licensing [Background Check](#) webpages provide more detailed information about the process including how to submit fingerprints through [LiveScan](#).

All persons subject to a background check must receive a criminal record clearance, or for any individual with a conviction for a crime other than an infraction, a criminal record exemption. An individual with a current criminal record clearance or exemption may be able to transfer the clearances or exemption to your Home Care Organization.

You are encouraged to use the Department's [Guardian](#) background check data system to generate a LiveScan form and monitor the progress of your background check, as well as the background check for others associated to your Home Care Organization. Creating your background check application in Guardian **prior to** submitting fingerprints through LiveScan can eliminate unnecessary delays in the process. Guardian can be used for several self-serve options such as roster management, submission of exemption forms and monitoring status of background checks. Additional information can be found at [Guardian FAQs](#).

7 Application Review and Compliance History

Your analyst will review your application package and, if documents are missing, will send a Notification of Incomplete Application. If requested, submit corrections and updated information by the noted due date. Your Analyst will conduct a compliance history review for any other previous licenses or facility associations, as well as corporation or entity verification to determine your eligibility for a Home Care Organization license.

8 Final Review and License Issuance

The Department will make a final determination to grant or deny the application after receiving all of the necessary application materials and the completion of all of the above steps and will notify you of the decision.

IMPORTANT REMINDER:

This document provides general guidance to aid applicants in the application process. It does not change any licensing requirements stated under governing laws. It is ultimately an applicant's responsibility to make sure all application requirements are satisfied in a timely manner.