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GAVIN NEWSOM
GOVERNOR

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PIN 24-01-HCS

TO: HOME CARE ORGANIZATION LICENSEES
REGISTERED HOME CARE AIDES

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

SUBJECT: **TRANSITION OF HOME CARE SERVICES COMPLAINT INTAKE TO
THE CENTRALIZED COMPLAINT AND INFORMATION BUREAU**

Provider Information Notice (PIN) Summary

PIN 24-01-HCS notifies Home Care Organization (HCO) licensees and registered Home Care Aides (HCAs) that the Centralized Complaint and Information Bureau within the Community Care Licensing Division of the Department of Social Services (Department) will now take incoming complaints related to home care services, rather than the Home Care Services Branch (HCSB). In addition, this PIN clarifies how to file a complaint regarding a CCLD licensee or facility, or a home care organization, by visiting the [CCLD Complaint Hotline](#) page for contact information and more.

IF YOU SEE SOMETHING, LET US KNOW!

The Department, licensees, providers, families and authorized representatives of persons in care, all play a role in protecting the health and safety of persons in care. The complaint process is a vital tool to help the Department monitor the provision of licensed care, and ensure that HCOs meet health and safety standards as required by law.

This PIN notifies HCO licensees and registered HCAs that the CCLD Centralized Complaint and Information Bureau (CCIB) will now take incoming complaints rather than HCSB, effective January 2, 2024. To [file a complaint](#), call or contact CCIB using the options below.

- **Phone:** (844) LET-US-NO; (844) 538-8766
- **FAX:** (916) 414-2551
- **Email:** letusno@dss.ca.gov
- **Online:** Submit a form on the CCLD [complaint webpage](#)
- **Mail:** Department of Social Services
744 P Street, M.S. 19-814
Sacramento, CA 95814

For general HCO license inquiries, you may contact HCSB. Menu options have changed when calling HCSB on the main phone line at (877) 424-5778. Here are the current options:

- **Option 1:** Obtain a PER ID or HCA ID.
- **Option 2:** Inquire about a Home Care Aide's Registry status.
- **Option 3:** Report a complaint about a licensed HCO or a business providing unlicensed home care services. (Your call will transfer to CCIB within the Department.)
- **Option 4:** All other calls.

How will my complaint be handled?

The Department will review, and if necessary, investigate complaints filed against HCOs regarding violations of licensing laws. Note that other than maintaining the home care registry, the Department does not have oversight responsibility regarding HCAs. If the Department receives a complaint of suspected or known abuse by an HCA, the Department will cross-report such complaints to the appropriate agency.

If you file a complaint and provide your contact information, the Department will notify you that your complaint is received. You may contact HCSB to inquire about the status of your complaint. The length of an investigation depends on the complexity of the case. The Department will inform you of the determination once the investigation concludes.

If you have any questions, please contact the [Home Care Services Branch](#).