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GAVIN NEWSOM  
GOVERNOR

September 12, 2022

PIN 22-08-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: **HOME CARE AIDE REGISTRATION FORFEITURE LETTERS**

**Provider Information Notice (PIN) Summary**

PIN 22-08-HCS notifies Home Care Organization (HCO) licensees and Home Care Aides (HCA) that the Department of Social Services (CDSS) is no longer mailing a courtesy letter regarding the Notice of Home Care Aide Registry Forfeiture due to non renewal. HCOs and HCAs should now utilize the CDSS [Home Care Aide Registry Search](#) webpage to confirm a HCA's registration status.

When a HCA's registration expires and is not renewed, the registration is forfeited pursuant to [Health and Safety Code section 1796.26\(b\)\(1\)\(D\)](#). Historically, the Department mailed a courtesy registration forfeiture letter to a HCA, and to each HCO to which a HCA was affiliated, when the HCA's registration was forfeited for non-renewal. With the implementation of Guardian, the new CDSS background check data system described in [PIN 21-01-CCLD](#), forfeiture courtesy letters no longer need to be sent by mail because Guardian's automated system features update the [Home Care Aide Registry Search](#) webpage in real time and provides accurate and up to date information regarding a HCA's registration status. Therefore, HCOs and HCAs should now utilize the [Home Care Aide Registry Search](#) webpage to confirm a HCA's registration status.

**IMPORTANT:** A HCO is required to “associate” all individuals who are required to have a background check and are working for the HCO. The Guardian Roster, which is a list of all individuals associated to the HCO, does not display the HCA registration status, and should **not** be used as a tool to validate the HCA registration status. When a HCA’s registration is forfeited, Guardian does not automatically separate the HCA’s association(s) to a HCO. Therefore, an individual with a registration expiration forfeiture may continue to appear on the Guardian Roster as having a valid background check even if the individual’s registration has been forfeited and they are no longer eligible to provide home care services.

Pursuant to [Health and Safety Code section 1796.43](#), HCOs that employ affiliated HCAs are required, among other things, to ensure HCAs affiliated to their HCO are cleared on the HCA registry before placing the individual in direct contact with clients. HCOs are encouraged to use the following proactive measures to ensure all HCAs affiliated to their HCO are eligible to provide home care services. The Home Care Services Bureau (HCSB) verifies these requirements for compliance through unannounced inspections or investigations.

- Review the CDSS webpage for the [Home Care Aide Application Process](#).
- Use the CDSS [Home Care Aide Registry Search](#) webpage to check that each person providing home care services has valid registration and that the association is displayed for each HCO that employs the HCA.
- Explore the CDSS [Guardian](#) system webpage with self-service options designed for applications, the background check process, and HCO roster management.

For information regarding this PIN, please call (877) 424-5778 or email [hcsb@dss.ca.gov](mailto:hcsb@dss.ca.gov). The [Home Care Services Bureau](#) webpage also has additional helpful information.