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March 11, 2020

PIN 20-05-CCLD

TO: ALL CCLD FACILITY LICENSEES AND PROVIDERS

FROM: *Original signed by Pamela Dickfoss*
PAMELA DICKFOSS
Deputy Director
Community Care Licensing Division

SUBJECT: **COMMUNITY CARE LICENSING DIVISION E-MAIL ADDRESS FOR
CORONAVIRUS DISEASE 2019 (COVID-19)-RELATED QUESTIONS**

Provider Information Notice (PIN) Summary

PIN 20-05-CCLD announces a dedicated Community Care Licensing Division (CCLD) Coronavirus Disease 2019 (COVID-19) e-mail address available to all licensees, providers, and the public to use in asking questions related to COVID-19.

CCLD has established a dedicated e-mail address to receive public inquiries related to CCLD-licensed facilities and Coronavirus Disease 2019 (COVID-19).

This e-mail address is: CCLCOVID-19INFO@dss.ca.gov

When sending a question to this e-mail address, please specify the facility type in the subject line and/or the body of the e-mail:

- **For example:** Residential Care Facility for the Elderly, Adult Residential, Child Care, Children's Residential, Continuing Care Contracts, etc.

This information is necessary for CCLD to ensure questions are forwarded to the appropriate program for timely response.

If you prefer a response via a telephone call, be sure to include a phone number in your email.

CCLD will provide responses as soon as possible. While waiting for a response, it is helpful to continue to monitor the [Community Care Licensing Division homepage](#). This page includes previously released PINs as well as links to the [Centers for Disease Control \(CDC\)](#), [Department of Public Health \(DPH\)](#), [World Health Organization \(WHO\)](#) and [Local County Public Health Departments](#).

If you have any questions regarding this PIN, please contact your local Regional Office or other designated CCLD program contact:

- [Adult and Senior Care Regional Offices](#)
- [Child Care Regional Offices](#)
- [Children's Residential Regional Offices](#)
- [Home Care Services Bureau](#)