



Department of Social Services Mission Statement

The mission of the California Department of Social Services is to serve, aid and protect needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility and foster independence.

The Community Care Licensing Division (CCLD) would like to thank all the stakeholders who participated in the October 28th New Directions Stakeholder's Meeting: Discussing Key Indicator Systems.

CCLD has partnered with the Institute for Social Research (ISR) at the California State University, Sacramento (CSUS) and the National Association for Regulatory Administration (NARA) to further the development of a key indicator system for California which will enhance and strengthen current facility inspection processes.

Key presenters and panelists included:

Dr. Richard Fiene, an Associate Professor of Human Development and Family Studies in the College of Health and Human Development and the Capitol College at the Pennsylvania State University. He was also the Director of the Division of Licensing Systems and Research in the Office of Licensing and Regulatory Management, Pennsylvania Department of Public Welfare.

Jana Martella, Executive Director of both NARA and the National Association of Early Childhood Specialists in State Departments of Education.

Pauline Koch, consultant for Koch Consulting and former Executive Director of NARA.

Ron Melusky, acting Director of Adult Residential Licensing at the Pennsylvania Department of Public Welfare, the agency that oversees personal care homes and is a NARA Board member.

Dr. Ernest Cowles, Director of the Institute for Social Research at California State University, Sacramento since 2004. He is an Emeritus Professor of Sociology. Prior to this, Ernest headed the Institute of Legal and Policy Studies at the University of Illinois and also served as the Interim Executive Director of the Abraham Lincoln Presidential Center for Government Studies. Ernest has served as the author or co-author of more than 50 publications.

Jeffrey Hiratsuka, Deputy Director of the Community Care Licensing Division for the California Department of Social Services.

Gloria Merk, Manager of the Community Care Licensing Division Technical Assistance and Policy Branch and Central Operations Branch.

The presentation included a history of Key Indicator System research, the use of Key Indicator Systems across the Nation and an explanation of how Key Indicator Systems statistically predict compliance with licensing statutes and regulations. Key Indicator Systems are designed to ensure the health and safety of persons in care and maximize their protections while more efficiently utilizing available staff resources. California looks forward to working with NARA and the ISR at CSUS in continuing the development of a Key Indicator System in California for all Community Care Licensing facility categories.

For additional information on Key Indicator Systems in California visit the NARA website at <http://naralicensing.org/indicators>.

For additional information on Key Indicator Systems you may also visit the NARA website at <http://www.naralicensing.org/Archive>.

