

**Consumer Information Initiative  
For  
Residential Care Homes for the Elderly (RCFE)**

**Preliminary Planning Document**

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**Community Care Licensing Division**



**April 17, 2009**

## **Consumer Information Initiative For Residential Care Homes for the Elderly**

### **Background**

The California Health Care Foundation (CHCF) has awarded grant funding for a major new consumer information initiative for Residential Care Homes for the Elderly (RCFE). There are two major business objectives of the grant. The first is to enhance the content of information available for consumers to use to research, evaluate and select care homes in our Residential Care Facility for the Elderly (RCFE) licensing category. The second is to develop language that is more transparent and better understandable by consumers for deficiencies cited in RCFE licensing inspection reports. The grant project is a foundational effort in preparation for the eventual publication of RCFE consumer marketing information and the public portion of licensing inspection reports on the licensing and 3<sup>rd</sup> party websites.

This document provides the preliminary planning for the project and the identification of RCFE consumer information to be directly entered by RCFE licensees over the internet. The premise of the planning document is that stakeholders must agree upon the organization and content of RCFE consumer evaluation information before we can proceed with the development of the licensing website to capture the information.

### **Purpose**

The purpose of the document is to announce the project to improve consumer information to RCFE licensees and consumer advocacy groups. By release of the document licensing is formally requesting the review and comments on the document by all interested stakeholders.

The planning document provides a preliminary project plan for each of the two major project objectives and a first draft proposal for the organization and content of RCFE consumer information. Each proposed consumer informational category includes a set of questions and answers suitable for use during the research, evaluation and selection of a residential care home for oneself or a loved one. The document is intended to serve as a starting point for the design of an upgrade to [www.mycccl.ca.gov](http://www.mycccl.ca.gov) to capture the consumer information for residential care homes.

The planning document will be reviewed by licensees, advocacy groups and our project partners. Two multi-disciplinary workgroups will also be established to guide the planning and development of the project. A series of workgroup meetings with stakeholders will be scheduled and facilitated by our project partner, the UCSF. It is envisioned that development of the upgrade to the [www.mycccl.ca.gov](http://www.mycccl.ca.gov) website to capture the new RCFE consumer information will follow beginning in the summer of 2009. See **Attachment E** on page 14 for further details on the project, including a preliminary project plan and schedule. A final project plan and schedule will be developed and released to stakeholders following the initial workgroup meetings.

## Assumptions:

- 1) Consumers are generally looking for a residential care home within or nearby their geographic vicinity, capable of meeting the care needs, service and amenity preferences of themselves or their loved one, with safety and dignity, at a price that is within their budget.
- 2) The purpose of capturing the information from licensees is to enable consumers to make informed placement decisions. The care home consumer evaluation information is intended to answer as many pertinent consumer research questions as possible.
- 3) The consumer information will be entered and maintained by licensees on [www.myccl.ca.gov](http://www.myccl.ca.gov), a secure CDSS website. An all-licensee letter recently announced the availability of this new website.
- 4) Licensees, or their designated 3<sup>rd</sup> party representatives, will be able to enter the information for their respective care home or facility directly into the new secure website that has been established for this purpose. The consumer information entered by licensees will not require the prior review and approval of licensing. However, licensees must be aware that the consumer information will be treated as advertising and be subject to the advertising provisions in the regulations governing RCFEs.
- 5) The primary customer for the new consumer care home information is the public consumer. The consumer may be an individual looking for his or her own care home, a family friend, a relative or a placement agency. Licensing staff will be considered as secondary users of this information. Consequently, the website will use terms the public will understand and avoid the use of typical licensing bureaucratic nomenclature, such as licensee, client types, facility, etc..
- 6) The consumer information captured through the licensee website will eventually be made available to the public through a modification to the search capability in the Community Care Licensing Division's public website [www.cclcd.ca.gov](http://www.cclcd.ca.gov). The RCFE consumer information will initially be provided to the CHCF (the grant provider) to use on their proprietary website, provided to licensing staff via a web link or interface within our laptop computer system and subsequently to all other interested and eligible 3<sup>rd</sup> parties.
- 7) At present the CCLD and CHCF websites each enable consumers to search for residential care homes within a given geographic area. Each website will return a summary list of care homes for a consumer to select further information from, providing the care home name, address, and telephone contact information. See **Attachment A** on page 10 for an example of an enhanced *Care Home Consumer Search Tool*. Notice that having RCFE consumer information on file will enable a more robust consumer search of RCFE care homes, potentially involving multiple levels of screening. See **Attachment B** on page 11 for an example of the web screen envisioned to be returned as the *Care Home Search Results*.
- 8) There are many innovative and creative ways to potentially organize and display RCFE consumer information on the web. This document does not propose the ultimate design of either the CCLD or CHCF consumer information website. For illustration purposes we have envisioned a web screen with *Care Home with*

*Consumer Information.* **See Attachment C** on page 12. Notice the web screen provides a brief marketing description, a link to the licensee's own website and a new consumer information category selection list. The consumer information list would only appear whenever the licensee has provided the consumer information to the CCLD. Internet page links (or tabs) to the consumer information would be used by the consumer to select further detail information from the screen. This will provide access to each of the detailed consumer information categories a consumer may optionally wish to view.

- 9) **See Attachment D** on page 13 for an internet screen envisioned containing *Sample Detail Information Display for the Meals and Nutrition Option* category of information. Displaying the detail information will answer the essential consumer questions required to evaluate a potential group of candidates to be a care home for their loved one. There are 13 proposed informational categories of information content a consumer may optionally elect to view.
- 10) The development of the organization and content of the final set of consumer information categories, as well as the related questions and answers, will determine the format of the consumer data to be entered and maintained by RCFE licensees. Smaller informational data items, rather than lengthy narrative statements are preferred for capturing, storing and displaying consumer information in the licensee and consumer websites.
- 11) We recognize that the publication of the history of licensing deficiencies and inspections reports is a highly desired consumer informational component. However, publication of the inspection report information is not presently approved and funded.

**Proposed RCFE consumer information categories-** in the perceived order of importance to consumers

- 1) ***Geographic vicinity*** - What residential care homes are available for research and evaluation in the consumer's desired geographic search area? The names and addresses of licensed care homes will be extracted from existing electronic licensing files. All the other following consumer information categories will be entered and maintained by the RCFE licensee.
  - a. See attachment A for an example of what a basic RCFE search tool might look like. If a facility passes the screening test it would be included on the summary list for further research and evaluation by the consumer using the information that would follow.
- 2) ***Marketing Program Statement***: Does the marketing program statement interest me or my loved one enough to consider evaluating the care home further? Yes or No. Note: To answer this question for consumers we will enable licensees to enter a concise marketing program statement, with a fixed number of characters only. For many consumers the marketing statement and a photo are all they may be searching for in a preliminary screening process.
- 3) ***Photo of care home or facility***: A single photo of the front of the care home can be entered on the licensing website. The physical size of the photo will be limited by the licensee website. All other detailed photos, such as spreads of the buildings and grounds, would need to be provided on the licensee's own private

website. However, a link to the licensee's website will be captured and displayed as part of consumer information.

- 4) **Care needs** – Can the care home meet the basic daily care needs of me or my loved one, in a safe and dignified manner? Licensing regulations require care homes to accept persons over 60 needing assistance with dressing, grooming and bathing. What other types of basic care needs do you or your loved one require?
  - a. Persons relying on walkers or wheelchairs
  - b. Persons needing assistance with incontinence.
  - c. Persons needing assistance with developmental disabilities.
  - d. Persons needing assistance with mental disabilities
  - e. Persons with dementia.
  - f. Medically fragile persons with one or more serious health care conditions.
  - g. Persons with substance abuse issues
  - h. Persons that are bedridden or non ambulatory.
  - i. Persons that need or may eventually need hospice care
  - j. Persons with other types of special care needs
- 5) **Finance and Money** - Is the care home within the budget of me or my loved one?
  - a. What is the range of the typical monthly care rates, including fees?
  - b. What is the average annual rate increase, over a three year period?
  - c. Does the care home accept an SSI rate?
  - d. Is a money management service available?
- 6) **Vacancies and admission requirements**– Are there current vacancies? Are there any special admission requirements?
  - a. Does the care home presently have any vacancies? Yes or No.
    - i. If yes, how many?
    - ii. If no, is there a waiting list? If yes,
      1. How long is the anticipated wait time, in calendar days?
  - b. Is a medical assessment required to determine if a person is eligible for admission (A licensing requirement)?
    - i. Is a client questionnaire required? If so, is a copy available?
    - ii. Is any other formal client evaluation required? If Yes,
      1. By whom? And at what cost?
  - c. Is any type of deposit required? Is so, what is the minimum amount?
- 7) **Description of care home and services** – Are the building and grounds of the care home or assisted living facility in a style desirable and suitable for the tastes and service needs of me or my loved one?
  - a. Is the care home residential or institutional in style and setting?
  - b. What is the maximum number of clients in care in the home or facility?
  - c. Is the care home in an urban or rural setting?
  - d. What is the age of the home or facility in years?
  - e. Is there a photo available? Provide link to a detail group of photo(s)
  - f. Does the care home provide?
    - i. Shared rooms?
    - ii. Private rooms?
    - iii. Separate apartments?

- iv. Other living arrangements? Is yes, provide description.
  - g. Are housekeeping services provided? Yes or No.
  - h. Are laundry services provided? Yes or No.
  - i. Is there a library? Yes or No.
  - j. Is there a theatre room? Yes or No.
  - k. Is there an outside patio? Yes or No.
  - l. Is there a walking path? Yes or No.
  - m. Are there tennis courts? Yes or No.
  - n. Is there a game or card room? Yes or No.
  - o. Is there an exercise room? Yes or No.
  - p. Is there a computer room with access to the internet?
  - q. Is there a swimming pool? Yes or No.
  - r. Is the care home or facility ADA compliant? Yes or No.
  - s. Gender oriented care provided? Yes or No. If yes,
    - i. Female oriented care only.
    - ii. Male oriented care only.
  - t. Is there wheelchair and scooter accessibility? Yes or No.
  - u. Is smoking allowed? Yes or No.
  - v. Are pets allowed? Yes or No.
  - w. What is the business structure of the care home or facility?
    - i. Privately owned
    - ii. Corporate owned
    - iii. Private non-profit
  - x. Does the home or facility provide a continuum of care? Yes or No. If yes, provide a description.
- 8) **Staffing** – Is the staff capable of meeting the needs of my loved one or me?
- a. Is the owner or administrator generally onsite? Yes or No.
  - b. Has the administrator been certified (a licensing requirement)? Yes or No.
  - c. How many staff is on site?
  - d. What is the staff to client ratio?
  - e. Does staff live in the facility or work in shifts?
  - f. Staff available 24 hours a day (A licensing requirement)? Yes or No.
  - g. Bilingual staff, if yes, what other languages are spoken?
    - i. Spanish
    - ii. Mandarin
    - iii. Vietnamese
    - iv. Russian
    - v. Korean
    - vi. Another language is spoken? If yes, please identify.
      - 1. Portuguese
- 9) **Health Care and Medications** - Will health care needs for me or my loved one be properly managed? In addition to assistance with bathing, dressing and grooming (A licensing requirement), will the following be services be provided?
- a. Will my loved one or I receive assistance with medications?
    - i. Residents are reminded to take medications? Yes or No.
    - ii. Staff administers medications? Yes or No.
    - iii. Prescriptions can be ordered and picked up by staff? Yes or No.

- b. Does staff make or assist with appointments with doctors and dentists? Yes or No.
  - c. Is there a nurse on site? Yes or No.
  - d. Does staff have adequate first aid and emergency response training (A licensing requirement)?
  - e. What is the address of the nearest emergency medical first responder?
  - f. What is the estimated transit time in minutes for the first responder in case of a medical emergency?
  - g. What is the location of the nearest hospital with an emergency room?
  - h. What is the estimated transit time in minutes to transport a client to the hospital emergency room?
- 10) **Meal and nutrition options** – Does the care home have a range of meal plans suitable for the personal preferences and nutritional needs of me or my loved one?
- a. How are meals prepared and eaten?
    - i. All meals are prepared in a central kitchen? Yes or No.
    - ii. All meals are eaten in a central room or cafeteria? Yes or No.
    - iii. Can meals be delivered to a client room? Yes or No.
    - iv. Light meals can be prepared in room or apartment. Yes or No.
  - b. Are a variety of suitable meal packages available? Yes or No. If yes,
    - i. 3 meals a day
    - ii. 1 meal daily
    - iii. Fixed number can be purchased each month
  - c. What types of meal plan diets are available?
    - i. Vegetarian meal plan.
    - ii. Low sodium meal plan
    - iii. Diabetic meal plan
    - iv. Low fat meal plan
    - v. Others options to be determined
  - d. Is alcohol served or allowed? Yes or No. If yes, what are the options:
    - i. Wine and beer allowed.
    - ii. Hard liquor allowed.
    - iii. Allowed in private room? Yes or No.
- 11) **Transportation** – Is transportation readily available?
- a. Is public transportation nearby, within three blocks? Yes or no?
  - b. Will transportation be provided by the licensee? Yes, to:
    - i. Medical or dental appointments? Yes or No.
    - ii. Weekly church services? Yes or No.
    - iii. Special activities? Yes or No.
    - iv. Hair dresser/barber? Yes or No.
- 12) **Security and safety systems** – Is the care home sufficiently safe and secure?
- a. What is the name of the local law enforcement agency?
  - b. Is there special private security? If yes, please describe.
  - c. Is access controlled? Is so, please describe how.
    - i. What is the client check out procedure?
  - d. If dementia clients are accepted
    - i. Is the perimeter secured?

- ii. Is delayed egress provided?
      - iii. How is staff notified if a client exits the facility? Audible alarm?  
Other method?
    - e. Are sufficient life safety systems in place to protect me or my loved one?
      - i. Is there a fire clearance (A licensing requirement)? Yes or No.
      - ii. If a residential home, are there smoke detectors? Yes or No.
      - iii. If an institutional assisted living facility?
        - 1. Is an electronic fire detection system in place?
        - 2. Is a fire sprinkler system in place?
        - 3. Is a nurse or staff call system in place?
    - f. Is there an emergency disaster plan and tested evacuation protocol in the event of a major local emergency or disaster, such as for a fire, flood or earthquake (A licensing requirement)?
    - g. Are there emergency evacuation procedures in place for non ambulatory clients?
- 13) **Recreational and Social Activities** – What activities are optionally available for me or my loved one?
  - a. Is there a weekly or monthly schedule of events?
  - b. Are there periodic group outings for shopping and other special events such as theatre and sporting events? Yes or No.
  - c. Card and board games? Yes or No.
  - d. Arts and crafts. Yes or No.
  - e. Onsite lectures or performances? Yes or No.
- 14) **Communications** – Will my guardian, advocate and I be able to effectively communicate and resolve any ongoing issues and concerns with the licensee and care staff?
  - a. Are phones available in the resident's room? Yes or No.
    - i. If no, is a telephone available in a private area? Yes or No.
  - b. Do residents have access to a computer and the internet?
  - c. Who is the care home contact for communications regarding any issues surrounding my care and well being?
  - d. Who will contact my guardian or family member in case of an emergency?
  - e. Can my family member or guardian leave voice messages?
  - f. Can they contact the care home using email communications?
  - g. Does the home or facility have a website? If so, what is the address (URL).
  - h. Is there a periodic newsletter?
  - i. Does the facility have a webcam service so I can view my loved one?
- 15) **Licensing information** – Does the recent history of licensing activity suggest this is a suitable facility for me or my loved one?
  - a. How long in calendar months has the care home or facility been licensed?
  - b. How long in calendar months has the current licensee been operating the care home or facility?
  - c. What is the date the care home or facility was last inspected by licensing?
  - d. Is a copy of the most recent licensing inspection report readily available for my review? Yes or No.

- e. Are there any serious (type A) licensing deficiencies on record within the past 12 months? Yes or No.
  - f. Is there presently an active plan of correction in process to correct any deficiencies cited by licensing? Yes or No.
  - g. Is there a licensing enforcement action in process to revoke or restrict the license? Yes or No.
- 16) **Client Rights** – What are my personal rights if my loved or I live in a residential care home? A standard statement will be used for all care homes and assisted living facilities.

## Sample Care Home Consumer Search Tool

**Where would you or your loved one like to reside?** (Answer required)

City *selected option* County *selected option*

Zip code *selected option* – 95616 entered

Distance radius in miles from an entered home address *selected option*

**What care home *Services* are most essential for you or your loved one? Select only those that apply.** (Answer optional)

- Dementia care
- Assistance with medications
- Low sodium or diabetic meal plan option

**What care home *Characteristics* are most essential for you or your loved one, at this time? Select only those that apply.** (Answer optional)

- Must have a vacancy immediately available
- Smaller home style setting, 6 beds or less
- Private room only
- Urban setting with shopping, churches and amenities nearby
- Spanish speaking bilingual care staff
- Phone is available in resident room
- Computer room with access to the internet
- Public transportation is nearby

**How much per month have you *budgeted* for the care home?** (Answer optional)

- Current SSI rate
- Less than \$ 999
- \$1000 - \$1500
- \$1501 - \$2000
- \$2001 - \$2500
- \$2501 - \$3000
- \$3001 - \$4000
- \$4001 - \$5000
- \$5001 - \$6000
- Greater than \$6000

## Sample Care Home Search Results

The results of your care home search:

Type of care home: Residential Care for the Elderly

Zip Code selected: 95616

Dementia care selected

Urban setting selected

Private room only selected

\$3000 - \$4000 per month selected

2 care homes met your care home search criteria.

Selecting the **Street Address** displays a map and driving directions to the care home.

Selecting **Consumer Information** displays consumer information provided by the licensee.

The care homes listed below are not necessarily open for business. Call the licensing regional office for licensing related questions or concerns about a particular care home or facility.

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Licensee No: 577000000 Capacity: 080

[Consumer Information](#): Yes

License Status: **Licensed**

**ELEGANT GARDENS MANNER**

[1111 Curtis Park Way](#)

Sacramento, CA 95616

(530) 756-0000

Licensing regional office: CHICO Phone: (530) 895-5033

Licensing contact: GODFREY, ROBERT

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Licensee No: 575000000 Capacity: 0046

[Consumer Information](#): No

License Status: **Pending**

**BEN'S HOUSE, INC.**

[39374 RIPPLING BAY WAY](#)

Sacramento, CA 95616

(530) 756-0001

Licensing regional office: CHICO Phone Number (530) 895-5033

Licensing contact: GODFREY, ROBERT

## Sample Care Home Display with Consumer Information

Number of beds: 080    Number of vacancies: 17    Average monthly rate: \$3750

### **ELEGANT GARDENS MANNER**

1111 Elegant Way  
Sacramento, CA 95616  
Administrator: Walter Jones

**Licensee No:** 577001001

Telephone: (530) 756- 0000  
Internet: [www.elegantgardens.com](http://www.elegantgardens.com)

*A luxurious residential care home for the elderly providing a complete range of additional services and accommodating special needs, including dementia care*

Regional Licensing Office: Chico California    Phone (530) 895-5022  
Licensing Contact: Godfrey, Robert    Date of last inspection: December 13, 2008

**CARE HOME FRONT PHOTO ONLY!**

All consumer information is provided by the care home licensee. The information has not been verified by the Community Care Licensing Division. Select the information category you wish to view:

[Care needs](#)

[Description of care home](#)

[Finance and Money](#)

[Vacancies and admission requirements](#)

[Staffing](#)

[Health Care and Medications](#)

[Meal and Nutrition Options](#)

[Transportation](#)

[Security and Safety Systems](#)

[Recreational and Social Activities](#)

[Communications](#)

[Licensing Information](#)

[Client Rights](#)

## Sample Detail Information display - Meal and Nutrition Options

### ELEGANT GARDENS MANNER

1111 Elegant Way  
Sacramento, CA 95616  
(530) 756-0000

Licensee No: 577000000    Number of beds: 080    Number of Vacancies: 17  
License Status: Licensed    Average Monthly rate: \$3750

*A luxurious residential care home for the elderly providing a complete range of additional services and accommodating special needs including dementia care*

**Meal and nutrition options**– Does the care home provide a range of meal plan options suitable to meet the personal preferences and nutritional needs of my loved one?

- a. How may meals prepared and taken?
  - i. All meals must be prepared in a central location.
  - ii. Meals taken in central cafeteria.
  - iii. Meals may be delivered to room? Yes. With 4 hour advanced notice.
  - iv. Light meals can be prepared in room or apartment. No.
- b. Optional meal packages are available? Yes. If Yes,
  - i. 3 meals a day - Yes
  - ii. 1 meal daily –Yes
  - iii. Fixed number can be purchased each month – No
- c. What meal types are available?
  - i. Vegetarian meal plan. Yes
  - ii. Low sodium meal plan. Yes
  - iii. Diabetic meal plan. Yes
  - iv. Low fat meal plan. Yes
  - v. Other types to be determined
- d. Alcohol allowed? Yes or no. If yes options
  - i. Wine and beer- yes, allowed with meals only..
  - ii. Hard liquor – no, not allowed

[Return to the consumer information summary screen](#)

### Preliminary Project Plan with Major Milestones and Deliverables

Task Description	Start Date	End Date	Deliverable
Prepare preliminary project planning document	04/09/09	04/15/09	Preliminary Project plan, 1 <sup>st</sup> draft of RCFE consumer information organization and content; announcement letter requesting plan review and workgroup participation
Distribute preliminary planning document for review by licensees, consumer advocacy groups and project partners	04/17/09	05/08/09	Comments and suggestions received from stakeholders and partners; workgroup nominations
Establish <b>Web Services Workgroup</b>	05/08/09	05/10/09	Multi- disciplinary Web Services workgroup is established: <ul style="list-style-type: none"> <li>• Licensees</li> <li>• Consumer Advocates</li> <li>• UCSF</li> <li>• Licensing Staff</li> </ul>
<b>Web Services Workgroup meeting one</b> - convenes for 2 day session to review and update RCFE consumer information content	05/18/09	05/19/09	Meeting summary, follow-up action plan, notes for updates to consumer information planning document

Update RCFE consumer information planning document based on workgroup meeting notes	05/20/09	06/15/09	2nd draft of RCFE Consumer Information Organization and content –email to workgroup members
Procure services for web developer and licensing system (FAS) interface developer	05/01/09	06/30/09	Contract awarded for web and FAS interface developers
Web developer onsite to begin project	07/01/09	12/31/09	Web developer
Design and develop screen prototypes of licensee web services portal	07/01/09	08/31/09	System Design Specification documents and screen prototypes for approval
<b>Web Services Workgroup meeting two</b> - convenes for 2 days to meet web developer, review prototype and make final adjustments	09/7/09	09/8/09	Meeting summary, follow-up action plan, notes for requested updates to website design and screen prototypes
Web developer develops consumer information data collection component of the licensee web services portal <a href="http://www.myccl.ca.gov">www.myccl.ca.gov</a>	09/9/09	10/30/09	Alpha licensee Web services portal available for testing
CCLD staff test consumer information data collection component of the licensee web services portal	11/01/09	11/15/09	Beta licensee Web services ready for pilot testing by RCFEs
CCLD staff develop licensee web services portal training aids	11/15/09	12/01/09	Website PowerPoint training materials

Assemble and train pilot group of web services RCFE licensees	12/01/09	12/15/09	Pilot group of website users
<b>Web Services Workgroup meeting 3</b> – Convenes for final review of website, training aids and to develop plan for pilot evaluation	12/17/09	12/18/09	Final adjustments on pilot; plan for pilot evaluation survey instrument
Conduct licensee web services pilot demonstration project	01/02/10	01/31/10	Pilot Demonstration of licensee web services is completed
Evaluate pilot/adjust web services portal based on lessons learned and surveys	02/01/10	02/28/10	Production version of licensee Web services ready to deploy
Phased roll-out to all RCFE licensees interested in participating in entry of RCFE consumer data	03/01/10	06/30/10	Licensee Web services version 1.0 fully deployed to all registered RCFEs

Develop Consumer-Friendly Citation Language for RCFE Inspection Reports

Establish <b>Citation Language Workgroup</b>	04/17/09	05/08/09	RCFE Citation Language workgroup established
Summarize history of citations previously issued for RCFE regulatory violations	04/17/09	05/01/09	Electronic summary of RCFE citations issued since implementation of revised RCFE regulations  Completed
Perform analysis of the recent history of RCFE citations issued	05/01/09	06/01/09	Analysis report of RCFE regulatory citations ; report of ranked priority list of regulatory violations selected for language development  <ul style="list-style-type: none"> <li>✓ Most frequently occurring</li> <li>✓ Highest risk</li> <li>✓ High consumer interest</li> </ul>
Develop methodology and format for the citation language for regulatory violations	05/01/09	05/31/09	Document describing methodology and citation language format
Conduct <b>1<sup>st</sup> Citation Language Workgroup Meeting</b> – orient workgroup and review baseline materials	06/4/09	06/5/09	Meeting notes and updates to previous documents
Develop citation language for the priority group of RCFE regulatory violations	06/05/09	08/31/09	Draft report of citation language for the priority group of regulations

Coordinate review of citation language by CCLD staff, CDSS Legal Division and workgroup members	09/01/09	09/30/09	Comments received on draft language from all reviewers; material distributed by email
Conduct 2 <sup>st</sup> <b>Citation Language Workgroup</b> Meeting – review all comments on draft language by stakeholders and CDSS Legal Division	10/5/09	10/6/09	Meeting notes and updates to previous documents
Refine citation language based on comments by stakeholders and CDSS Legal Division	10/15/09	11/30/09	Final report of citation language for the priority group of RCFE regulations

Incorporate New Consumer-Friendly Citation Language into the RCFE Inspection Reports

Information technology developer for laptop system development is procured	6/30/09	12/01/09	FAS Developer is onsite
Design method to incorporate the new RCFE citation language into the laptop Field Automation System(FAS)	12/01/09	01/31/10	Information Technology design document describing the method
Develop and test changes to FAS	02/01/10	03/31/10	New language and inspection reports method available for pilot testing
Develop staff training aids for use of the new citation language	03/01/10	03/31/10	PowerPoint training aid

Conduct pilot test of RCFE citation language on a pilot group of RCFE licensing analysts	04/01/09	04/30/09	Pilot test results
Assess pilot and make adjustments in the language and methods	05/01/10	05/31/10	Refined interim method available for deployment
Deploy the new violation language to the laptop of all RCFE licensing analysts	06/01/10	08/01/10	Language available to all RCFE licensing analysts