



[PROVIDER NAME]

[VENDOR NUMBER]

[ADDRESS]

[CITY, ZIP CODE]

Re: **Virtual Site Visit Assessments for Compliance with Home & Community Based Settings Final Rule Requirements**

Date: **[Date letter emailed]**

Dear [CONTACT NAME]:

You are receiving this letter because your program has been selected to receive a virtual site assessment to help complete the second step of the assessment process for California's regional center service providers in the state's efforts to align services with the federal [Home and Community-Based Services \(HCBS\) Final Rule](#).

The HCBS Final Rule was [published](#) by the federal Centers for Medicare and Medicaid Services (CMS) and was developed to ensure that individuals receiving long-term services and supports through HCBS programs have full access to the benefits of community living and the opportunity to receive services in the most integrated setting appropriate. As part of the Final Rule, it is critical that individuals and families have the opportunity to collaborate with service providers regarding the services that they receive. The first step in ensuring services in California come into compliance with the Final Rule by March 2023 was for providers of regional center services to complete an online self-assessment. This process was completed by August 31, 2020. Information on that process can be found [here](#).

The Department of Developmental Services (DDS) has contracted with a third-party consultant, Public Consulting Group (PCG), to conduct the next step in the provider assessment process: virtual site assessment. Site assessments will be done virtually in order to prevent unnecessary risk and potential spread of the COVID-19 virus.

- ✓ PCG is reaching out to all providers selected to participate and will begin to schedule virtual site visit assessments to start in March 2021. Providers were selected randomly by service type within each regional center. Providers will get a phone call from PCG to schedule a time for the visit to occur.
- ✓ Virtual site assessment interviews will be conducted with a representative from the program, or the site administrator, as well as an individual receiving services. The site administrator may choose to include any additional staff he/she deems appropriate. PCG asks providers to utilize the Microsoft Teams application to complete their virtual site assessments.
- ✓ Providers should familiarize themselves with the attached Frequently Asked Questions (FAQ) and be prepared to discuss and provide examples of all aspects related to the day-to-day operations of the service.
- ✓ Virtual site visit assessment times may vary; however, we anticipate the average virtual site visit assessment to last up to two hours. Each provider will receive a report summarizing the visit, which will include an overall compliance determination and steps to take to come into compliance.

For any further questions regarding the HCBS Virtual Site Visit Assessments, please call PCG at 833-976-1858 or email us at CADDSHCBS@pcgus.com. Virtual Site Assessment documents and training can be found on the [DDS website](#).

Sincerely,

PCG, Inc., on behalf of the California Department of Developmental Services