

**CALIFORNIA DEPARTMENT OF AGING
Community-Based Adult Services Bureau**

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**ACL 21-11**

Date: November 10, 2021

To: Community-Based Adult Services (CBAS) Center Administrators and Program Directors

From: California Department of Aging (CDA) CBAS Bureau

Subject: **Change to Distribution of CBAS Certification Correspondence**

Purpose

This All Center Letter (ACL) specifies that effective November 8, 2021, the California Department of Aging (CDA), Community-Based Adult Services (CBAS) Bureau, will change the way it distributes and issues certification correspondence to CBAS Centers.

Background

At the outset of the COVID-19 pandemic, the state's environment changed due to the quarantine orders at the state and local levels creating challenges to communicate requirements, updates, and decisions to centers' certification. To increase efficiency and reduce the carbon footprint, CBAS is implementing a paperless process for distributing CBAS facility certification correspondence.

Updated Process

Beginning November 8, 2021, CBAS will be replacing CDA's current practice of mailing hard copy certification correspondence and will begin distributing correspondence to CBAS facilities as a Portable Document Format (PDF) and/or a Word document.

Certification correspondence will be sent via email to the center Administrator, Program Director, and owner/board chairperson using the email address reported to CBAS.

To update the general contact email address in our system of record, please communicate the following information to your CDA Analyst anytime there is a change in your general contact information:

- Center Name
- Name, Title
- Email Address Update

Summary

Due to CDA implementing process efficiencies to modernize our methods of communication, CDA will distribute certification correspondence to CBAS facilities via email as a PDF and/or a Word document. If there are any changes/updates to the facility Administrator, Program Director, and owner/board chairpersons contact information, please communicate those to your centers assigned CDA Analyst anytime there is a change in your general contact information.

Questions

Please contact the CBAS bureau if you have any questions: (916) 419-7545;
cbascda@aging.ca.gov.