

Licensing & Compliance

Kind Heart Inc.

Kind Heart Inc. is committed to providing safe, professional, and compliant non-medical in-home care to families throughout the Bay Area. The information below describes our California Home Care Organization licensing and regulatory framework.

California Home Care Organization License

Kind Heart Inc. is licensed as a Home Care Organization (“HCO”) by the California Department of Social Services (“CDSS”), Home Care Services Branch, under California’s Home Care Services Consumer Protection Act.

HCO License Number: 074700253

Licensing Agency: California Department of Social Services, Home Care Services Branch

Service Area: Bay Area, California

California’s Home Care Services Consumer Protection Act requires Home Care Organizations to be licensed and provides for a public registry of Home Care Aides who have completed the applicable background-check process. CDSS’s Home Care Services Branch oversees HCO licensing and the Home Care Aide Registry.

Verify Our License

Consumers may verify licensing information through the California Department of Social Services Home Care Services resources and public license-search tools.

Official CDSS Home Care Services resources: <https://www.cdss.ca.gov/inforesources/community-care/home-care-services>

Official CDSS Resources for Home Care Organizations: <https://www.cdss.ca.gov/inforesources/community-care/home-care-services/resources-for-home-care-organizations>

What Our HCO License Means

As a licensed HCO, Kind Heart operates within California’s regulatory framework for Home Care Organizations. Our compliance program includes the following, as applicable to our operations and current law:

- **Caregiver Background Checks.** Home Care Aides affiliated with an HCO are subject to the applicable fingerprinting and criminal background-check process administered through CDSS.
- **Home Care Aide Registration.** Home Care Aides providing services through Kind Heart are registered with the CDSS Home Care Aide Registry as required by applicable law.
- **Bonding.** Kind Heart maintains the employee dishonesty bond required for its HCO license, as applicable.
- **Insurance.** Kind Heart maintains the insurance coverage required for its HCO license and operations.

- Abuse Reporting. Kind Heart personnel comply with applicable California mandated-reporting requirements, including requirements concerning suspected abuse, neglect, abandonment, isolation, or financial abuse of elders and dependent adults.
- Training. Home Care Aides and caregivers affiliated with Kind Heart receive required and applicable orientation and ongoing training consistent with CDSS requirements and Kind Heart's approved training program.
- Policies and Procedures. Kind Heart operates under written personnel policies, training materials, and a program description consistent with its HCO licensing requirements.

Our Caregivers

Caregivers referred or employed through Kind Heart complete the applicable training, registration, and background-check requirements before providing services, as required by California law and CDSS requirements.

Questions, Verification, or Complaints

Questions about California Home Care Organization licensing may be directed to the California Department of Social Services, Home Care Services Branch:

California Department of Social Services — Home Care Services Branch
744 P Street, M.S. 9-14-90
Sacramento, CA 95814
Phone: (877) 424-5778
Email: HCSB@dss.ca.gov

Consumers may also contact Kind Heart directly:

Kind Heart Inc.
Serving the Bay Area, California
Phone: (925) 744-0000
Email: hello@mykindheart.com

Our Commitment

Kind Heart Inc. is committed to operating in compliance with applicable California and federal requirements governing Home Care Organizations and the non-medical care services we provide. Licensing and regulatory requirements may change, and this page may be updated from time to time.