

Home Care Provider Comparison

Domestic Referral Agencies (DRAs) are a type of agency operating in accordance with California Civil Code 1812.5095. Caregivers referred by DRA's are not employees of the DRA. DRA's are required by law to provide a written disclosure to clients notifying them of potential employer responsibilities. DRA's must personally interview and verify the experience and/or training of caregivers prior to referring them to clients. DRA's are exempted from the licensing provisions of the Home Care Consumer Protection Act.

Responsibilities	Home Care Organization	Domestic Referral Agency	Private Caregiver
Compliance with all state and federal laws regarding minimum wage, taxes, overtime rules, etc.	✓	✗	✗
The Caregiver is an employee of the company	✓	✗	✗
FBI/DOJ background check clearance	✓	*	*
Registered on the California Caregiver Registry	✓	*	*
Insured and bonded, workers comp and liability are covered	✓	*	*
Caregiver has a clear, current, and valid TB test	✓	*	*
Verification of a clean driving record and insurance	✓	*	*
Oversite and supervision of caregiver is provided	✓	✗	✗
Initial and annual training for caregivers provided	✓	*	✗
Backup caregivers are available/provided	✓	*	✗
Licensed and regulated by the State of California	Yes	No	No

✓ = Required ✗ = Client's responsibility * = Client must verify with DRA or private caregiver



Questions to Ask When Considering Home Care

Are your caregivers employees or independent contractors?

What are the hiring criteria and qualifications for your caregivers?

Do you provide back up caregivers and how do you provide oversight of care?

What is your process for starting care?

What is your pricing structure and does it vary based on the client's care needs?

Do you have any areas of specialty?

Do you require a minimum number of hours or days per week that you provide service to clients?

How are calls handled after office hours?

Home Care Services vs. Home Health Services

	Home Care	Home Health
Type of service	Non-medical	Medical
Example of services	Activities of Daily Living (ADLs) bathing, dressing, toileting, meals	Wound care, injections, physical therapy
Requires a doctor's order	No	Yes
Services provided by	A Home Care Aide (HCA)	A licensed clinician
Covered by insurance	Private pay, and may be covered by long term care insurance, veteran benefits and workers compensation	If medically qualified, covered by Medicare or other health insurance
Organization licensing required	HCOs are licensed under the California Department of Social Services	Home Health is licensed under the California Department of Health Services

The Value of Home Care

Home care has become a successful solution to fill the gaps created by traditional care models, including hospitals, nursing homes, and home health services, which are spread too thin to meet the demands of the aging population.

Home care helps clients continue their independence by assisting them to maintain an active lifestyle for as long as possible in the comfort of their homes. Along with assistance with Activities of Daily Living (ADLs), caregivers provide companionship and mental stimulation by engaging their clients in conversation and other activities.

Caregivers can act as an extra set of eyes and ears for families who cannot be with their loved one all the time. Home care professionals help ensure seniors' safety by recognizing signs and alerting family members of declining health and situations that may cause a fall.



The information in this brochure was compiled by the Home Care Sub Committee of the Contra Costa Care Transitions Task Force (CCCTTF), a group of care providers interested in improving care transitions and reducing hospital readmissions. Information provided is not a recommendation or endorsement of any group other than the CCCTTF. Our mission is to ensure a high standard of care and patient safety. For referrals, call (925) 785-8347 or (925) 552-6500. Revised 2025

Contra Costa County Home Care Collective





Home Care Services

Home care services are non-medical services provided by a registered and affiliated Home Care Aide (HCA) to a client who needs assistance with Activities of Daily Living (ADLs). These services enable the client to remain in their residence and can include, but are not limited to, assistance with the following:

- ✓ Bathing, dressing and grooming
- ✓ Personal hygiene
- ✓ Meal planning/preparation
- ✓ Feeding assistance
- ✓ Toileting and incontinence care
- ✓ Transferring and ambulating
- ✓ Medication reminders
- ✓ Companionship
- ✓ Exercising
- ✓ Light housekeeping and laundry
- ✓ Transportation
- ✓ Shopping and errands
- ✓ Dementia care
- ✓ End of life care

Home Care Organization (HCO)

In January of 2016, The Home Care Services Consumer Protection Act came into effect to help protect consumers in need of non-medical in home care. A Home Care Organization (HCO) is an entity that arranges for home care services by a caregiver/ Home Care Aide (HCA) to a client. All HCOs are licensed by the California Department of Social Services and are governed by specific regulations as required by the Home Care Services Consumer Protection Act.

The HCO works with the client and family to provide a trained, screened, registered Home Care Aide (HCA) to assist with meeting the clients' home care needs. The HCO will take responsibility for:

- ✓ Maintaining the HCAs entire employment process including insurance, payroll, benefits, taxes, and adherence to state and federal laws
- ✓ Clearance of the HCA via an extensive Federal Bureau of Investigation and Department of Justice background check
- ✓ Valid and clear tuberculosis screening
- ✓ Providing bonding, workers compensation, and liability insurance
- ✓ Providing training and continuing education
- ✓ Verifying clean driving records via ongoing DMV checks
- ✓ Oversight and supervision of the HCA
- ✓ Developing initial plan of care specific to the clients' needs with ongoing adjustments based on changing care needs
- ✓ Collaborating with the client on scheduling needs and changes
- ✓ Providing backup HCAs

For more information regarding the Home Care Services Consumer Protection Act, call the Home Care Services Bureau at (916) 657-3570 or visit www.cclid.ca.gov.



Contra Costa Home Care Organizations

All providers on this list have been in business in Contra Costa County for at least five years. Each has a local office in Contra Costa County and is a licensed Home Care Organization (HCO).

 <p>Abundant Home Care (925) 280-2800</p> <p>www.abundanthomecare.net • HCO Lic. # 31400019</p>	 <p>ComForCare Home Care (925) 258-9840</p> <p>www.comforcare.com • HCO Lic. #074700199</p>
 <p>Accent Care (925) 685-9555</p> <p>www.accentcare.com • HCO Lic. #074700019</p>	 <p>FirstLight Home Care (650) 460-3817</p> <p>www.trivalleyfirstlighthomecare.com • HCO Lic. #434700149</p>
 <p>All Seasons Homecare (925) 363-4900</p> <p>www.all-seasons-homecare.com • HCO Lic. #074700008</p>	 <p>Hillendale Home Care (925) 933-8181</p> <p>www.hillendale.net • HCO Lic. #074700161</p>
 <p>Always Best Care (925) 210-0323</p> <p>www.alwaysbestcare-eastbay.com • HCO Lic. #314700019</p>	 <p>Home Helpers (925) 236-2477</p> <p>www.homehelpershomecare.com/danville • HCO Lic. #074700011</p>
 <p>Apex Care (925) 280-9111</p> <p>www.apexcare.com • HCO Lic. 344700006</p>	 <p>HomeLife Senior Care (925) 240-5770</p> <p>www.homelifeseniorecare.com • HCO Lic. #074700178</p>
 <p>Arcadia Home Care (925) 771-8290</p> <p>www.arcadiahs.com • HCO Lic. #074700048</p>	 <p>J&M Homecare Services (925) 552-6500</p> <p>www.JMhomecare.com • HCO Lic. #074700004</p>
 <p>Arosa Home Care (925) 296-0406</p> <p>www.arosacare.com/locations/east-bay • HCO Lic. #074700098</p>	 <p>Premier Care Management Specialists (925) 634-0566</p> <p>www.premierecms.biz • HCO Lic. #074700066</p>
 <p>Aspire In Home Care (925) 648-2076</p> <p>www.aspireinhomecare.com • HCO Lic. #074700098</p>	 <p>Senior Helpers (925) 677-2150</p> <p>www.seniorhelpers.com • HCO Lic. #074700049</p>
 <p>Beacon Home Care (925) 706-1900</p> <p>www.beaconhomecare.com • HCO Lic. #014700012</p>	 <p>TheKey (925) 291-0922</p> <p>www.thekey.com • HCO Lic. #0747000397</p>
 <p>BrightStar Care (925) 533-2273</p> <p>www.brightstarcare.com • HCO Lic. #074700007</p>	 <p>24/7 Nightingale (925) 391-3700</p> <p>www.24-7nightingale.com • HCO Lic. #074700111</p>

Community Resources

Adult Protective Services
(877) 839-4347 | (925) 602-4179
www.ehsd.org

Alzheimer's Association
(800) 272-3900 | www.alz.org

Area Agency on Aging
(800) 510-2020 | (925) 229-8434
www.ehsd.org/elderly-disabled/area-agency-on-aging

Centers for Elderly Suicide Prevention
(800) 971-0016

Centers for Medicare and Medicaid Services (CMS)
www.cms.gov

Choice in Aging
(925) 682-6330 | www.choiceinaging.org

Contra Costa County Veteran's Service Office
(925) 313-1481

In Home Supportive Services (IHSS)
(800) 333-1081
www.ehsd.org/elderly-disabled/in-home-supportive-services-ihss

Meals on Wheels of Contra Costa
(866) 669-6697 | www.mowofcontracosta.org

Ombudsman Services of Contra Costa County
(925) 685-2070 | www.empoweredaging.org

Domestic Referral Agency

Affordable Home Care Agency of CA, Inc. | (925) 933-3732 | www.affordablehomecareagency.com