



CDSS

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Welcome to the fourth edition of the Administrator Certification Section (ACS) *Insider!* Our goal is to share timely and relevant information about issues that affect the California Department of Social Services (CDSS), Community Care Licensing Division (CCLD) certified facility administrators and training vendors.

Please review and share this ACS *Insider* with members of your organization, as well as with others interested in vendor or administrator certification information. We look forward to publishing the *Insider* throughout the year as a continuing effort to strengthen partnerships with vendors and administrators.

HIGHLIGHTS OF THIS EDITION INCLUDE:

- *Legislation and Regulations Update*
- *ACS Spring Activities*
- *Important Updates and Information for Administrators*
- *Tips and Tools for Training Vendors*
- *Frequently Asked Questions (FAQs)*

LEGISLATION AND REGULATIONS UPDATE

The new State legislative session is beginning, and we will report on any new bills that may affect the ACS in future issues of the *Insider*. Those interested in following the legislative process can do so at <http://assembly.ca.gov/> and <http://senate.ca.gov/>. The text of proposed, pending, and prior legislation can be viewed at www.leginfo.ca.gov/bilinfo.html. Summaries of prior years' chaptered legislation related to Community Care Licensing are available at www.cclld.ca.gov/PG3063.htm

As noted in the prior *Insider*, the ACS is in the process of updating its sections of the California Code of Regulations (CCR) to align with recently enacted legislation and to clarify requirements. We anticipate holding a public hearing and a 45-day written comment period on the proposed changes later this spring or summer, so watch for further notice of these activities on the CDSS [website](#) and in the *Insider*. The proposed

changes are planned to take effect January 1, 2016 (to coincide with last year's legislative changes).

ACS SPRING ACTIVITIES

- The ACS continues to update its [website](http://www.cclid.ca.gov/pg471.htm) (at www.cclid.ca.gov/pg471.htm) to ensure key materials are available and current. The **website** also now includes data on which group of administrator certification applications are currently being processed based on dates they are received. We encourage you to regularly check this resource!
- The ACS staff have begun **monitoring** training vendors. Vendors should be prepared for analyst e-mails and phone calls to schedule monitoring visits and collect pre-visit information, and also should keep their analysts informed of their upcoming course schedules at least thirty days in advance of the course offerings. Future editions of the *Insider* will include general observations, suggestions, and best practices observed as a result of on-site vendor reviews.
- To improve the consistency of the administrator **testing** process, ACS staff will soon be proctoring the exams at all Regional Offices across the State. As a result of the change, the times and dates for tests given at several locations have already changed. It is important to check the ACS website for current test dates, times, and locations, before providing this information to students.
- The ACS **Advisory Committee** (ACSAC) will be meeting again in March to continue its work of reviewing and revising the Core of Knowledge for RCFE administrators, and to discuss the changing content of RCFE Initial Certification Training Programs.

IMPORTANT UPDATES AND INFORMATION FOR ADMINISTRATORS

- Beginning January 1, 2015, ACS no longer accepts administrator **continuing education** courses approved by the *California Board of Registered Nursing (BRN)*, *National Association of Long-Term Care Administrator Boards (NAB)*, or the *California Board of Behavioral Sciences (BBS)*. This action is consistent with ACS's move to ensure its opportunity to review courses for currency, accuracy, and relevance to the appropriate Core of Knowledge. BRN-, BBS- and NAB-approved courses do not fulfill the regulatory requirement of being approved and enforced in a manner comparable to CDSS' course approval and enforcement process. We will accept such courses taken prior to January 1, 2015 provided they fit the applicable Core of Knowledge. (See *CCR Sections [84064.3\(a\)](#) (GH)*, *[85064.3\(a\)](#) (ARF)*, or *[87407\(b\)](#) (RCFE)*.)
- To help ensure administrator applications reach ACS, ACS recommends using a **mailing** service that provides verification of receipt (e.g., certified) of the application.

- ACS has been receiving administrator applications that include **outdated versions of LIC 508**, Criminal Record Statement. Applicants are cautioned that only the most recent version of the LIC 508, dated **3/11**, will be accepted and the form must be signed with a current date. The most recent version of all forms can be accessed on the ACS website at www.cclid.ca.gov/pg471.htm by selecting the “Forms” link.
- The **Core of Knowledge** Guidelines available on the [ACS website](#) have been updated to include the category of Cultural Competency added by 2012 and 2013 legislation.
- Aggression between residents of long-term care facilities is a serious, yet often hidden, problem. All residents have the right to be free from all forms of **abuse**, neglect, and exploitation, and have rights if they have been subject to mistreatment. The National Consumer Voice for Quality Long-Term Care and the National Center on Elder Abuse, have recently released a brochure and fact sheet which identifies types of mistreatment, shares information about an individual's rights, and offers resources on where they can go for help. The brochure and fact sheet can be [downloaded](#) for free at <http://www.ltombudsman.org/issues/elder-abuse-elder-justice>.
- On January 1, 2015, the Department of Labor’s “**Home Care Rule**” became effective. It is recommended that administrators become familiar with the requirements of this rule to ensure the rights of people with disabilities as provided under the Americans with Disabilities Act and as clarified in the Olmstead decision. Some key considerations of the Home Care Rule are explained by the Acting Assistant General Director in the Civil Rights Division of the Department of Justice and the Director of the Office for Civil Rights for the Department of Health and Human Services in this letter:
http://acl.gov/NewsRoom/NewsInfo/2014/2014_12_16.aspx
- Administrators applying for initial or renewal certification may **avoid delays or denial of approval** by ensuring they respond to Question # 4 on LIC 9214 & LIC 9215, which asks if the applicant has ever been the subject of any administrative, legal, or other action involving licensure, certification, or other approvals. Applicants should ensure they accurately answer this question and include details if appropriate, regardless of the length of time that’s passed since the action. If an applicant checks “NO” on these questions and it is revealed during the application process that the applicant was indeed involved in any administrative or legal action, ACS will likely not approve the application. Similarly, applicants for initial certification must answer truthfully on the LIC 508, Criminal Record Statement, regarding any convictions received in or out of California, or risk being denied an initial certificate.

TIPS AND TOOLS FOR TRAINING VENDORS

- Vendors must maintain rosters of participants for their ICTP and continuing education courses. However, at least until further notice, vendors are asked to only submit copies of **rosters** electronically and upon request. When receiving a request, the vendor should submit the roster as a pdf attachment via email directly to the requesting ACS analyst. This will be deemed to fulfill the regulatory requirement for roster submission.
- ACS requests all vendors check that their course **certificates** (for both live and online courses) include the correct current vendor and course number, approved course title, approved course hours, and course date(s) (and for live courses, time(s) and location(s)). In recent months, ACS staff members processing administrator renewals have received numerous certificates lacking correct vendor and course numbers.
- Vendors are always encouraged to seek out resources that will benefit the student learning process. Recently, vendor analysts have observed some old **Technical Support Program (TSP) guides** being used by vendors as hand-outs for classes. Unfortunately, in some cases the TSP guides on the CCLD website are out-of-date. Vendors are reminded that all training materials must be accurate, current and from reliable sources. The CCLD will be addressing the outdated TSP guides soon.
- All ICTP vendors should now be including the **Cultural Competency and Sensitivity to Aging LGBT Community** requirements in their ICTPs. If it hasn't already done so, a vendor should submit the updated ICTP outline including this material to its vendor analyst for review. The current Core of Knowledge Guidelines showing the shift in hours to cover this topic are available on the [ACS website](#).

ICTP vendors may find the document, *Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care for the Lesbian, Gay, Bisexual, and Transgender (LGBT) Community: A Field Guide*, a useful resource for the development of training material. The Field Guide, published by the Joint Commission, can be found at <http://www.jointcommission.org/lgbt/>. Although developed with hospitals in mind, the Field Guide features a compilation of strategies, practical examples, resources, and testimonials designed to improve communication and provide more patient-centered care to LGBT patients.

- All **RCFE ICTP** vendors will need to submit their updated **80-hour** ICTP for use beginning January 1, 2016 to ACS for review in plenty of time (e.g., a few months) to have it fully approved before that date. ACS has posted an updated draft 80-Hour RCFE Core of Knowledge Standard including the several newly legislated topics on the [ACS website](#). The updated ICTPs will be processed in the order received.

- As described on page 6 of the Fall 2014 [Insider](#), vendors should include on the **course renewal** form ([LIC 9139](#)) **only** courses whose content has **not changed** (or needs to be changed) since last approved. If the course has changed or needs to be changed to reflect current information on the subject, vendors must submit a new course outline along with the form [LIC 9140](#). Vendors submitting courses that have not been changed or updated in several years may find those courses no longer approved by ACS, as changes have occurred across all competency areas of the Core of Knowledge over the last few years. It is important that vendors review their courses for relevancy, accuracy, and completeness prior to submitting them for approval.
- ACS sometimes receives course submissions that include up to 25 percent of course time devoted to such open-ended activities as assessment, review, or Q & A sessions. Vendors are cautioned to limit the time spent on these activities to no more than 10 percent of the total **course length** in order to avoid potential disapproval of the course.
- Research in adult learning theories shows that the attention span of an adult learner is only 15 – 20 minutes. Given this knowledge, vendors should provide students with **regular breaks** in instruction and include scheduled breaks in the course outline. ACS recommends up to ten minutes of break time to every hour of instruction to provide students brief time to stretch, get refreshments or use the restroom. Breaks should not be accumulated in order to release students early.

SUMMARY

If you have any questions, suggestions, or best practices to share, please call the ACS main line at (916) 653-9300 or email Admincertinfo@dss.ca.gov. You can also visit the main CCLD website at <http://www.CCLD.ca.gov> for CCLD office locations, laws, regulations, Information Releases or to learn more about licensing services in general.

Sincerely,

Original signed by

PAMELA DICKFOSS
Deputy Director
Community Care Licensing Division

Attachment



FREQUENTLY ASKED QUESTIONS (FAQ) & BEST PRACTICES

This section is dedicated to sharing information in a FAQ format and is intended to create pathways to partnerships so that we can all learn and exchange knowledge, ideas and practices!

From Administrators:

Question: Why was a CEU course from a DSS-approved vendor not accepted for my certificate renewal?

Response: Without knowing the specifics of your case, it's likely that the course was either not approved by CDSS at the time taken, or was not approved for your type of certificate (ARF, GH, RCFE). Some current vendors have no currently approved courses, and many only have vendorships (and thus approved courses) for one program area (ARF, GH or RCFE). See CCR Sections [84064.3](#) (GH), [85064.3](#) (ARF), or [87407](#) (RCFE) for the applicable recertification requirements.

Note: The “best practice” is to check with the vendor as to whether the course is currently approved by CDSS for your type of certificate before taking the class.

Question: I was late submitting my renewal application because I didn't receive a reminder letter from ACS in time. Why am I being charged a late fee?

Response: Per the regulations, to apply for recertification after the expiration date of the certificate requires payment of a fee of \$300. While ACS does send out reminder letters approximately 90 days before certificate expiration, if the letter doesn't reach you (usually due to an administrator changing address without notifying ACS) that is not good cause for waiving the required late fee. See CCR Sections [84064.3](#) (GH), [85064.3](#) (ARF), or [87407](#) (RCFE) for the recertification requirements.

From training vendors:

Question: I've been a training vendor for a while and it seems like ACS staff are now asking for more detail before approving course requests. In the past, these courses were always approved. Why?

Response: ACS staff are working to bring the quality of all vendors' courses into greater consistency and alignment with statutory and regulatory requirements to ensure facility administrators are adequately and accurately trained. This is of public importance as administrators care for very vulnerable populations. Accordingly, some review process “short cuts” are no longer allowed. If you're unsure what your analyst is requesting, please feel free to contact them for clarification.