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**FREQUENTLY ASKED QUESTIONS (FAQS)  
“REGULATION HIGHLIGHTS 2016”**

***Compiled from the Administrator Certification Section  
(ACS) Webinar Conducted March 2, 2016***

*Thank you for participating in the March 2, 2016 ACS webinar! Some questions raised during this call required more detailed responses, thus this list of FAQs. Again, thank you for your participation and contribution!*

The ACS regulation package is posted on the ACS webpage at: <http://www.cclid.ca.gov/PG471.htm>

**Question one:** *Is there a general shortage of vendors?*

**Response one:** There is currently a need for vendors who will provide instruction on the Short Term Residential Therapeutic Program (STRTP). For more information on the STRTP, see the ACS Webpage at: [http://www.cclid.ca.gov/res/pdf/InterimSTRTP\\_ACS.pdf](http://www.cclid.ca.gov/res/pdf/InterimSTRTP_ACS.pdf)

**Question two:** *Is there a need for specific courses?*

**Response two:** There are a few Residential Care Facility for the Elderly (RCFE) Initial Certification Training Programs (ICTPs), a need for the one hour Lesbian, Gay, Bisexual and Transgender (LGBT) and the new four (4) hour laws and regulations requirement. Also, there will need to be courses for the new STRTP – see the Core of Knowledge at: [http://www.cclid.ca.gov/res/pdf/STRTP\\_CoK\\_Guideline.pdf](http://www.cclid.ca.gov/res/pdf/STRTP_CoK_Guideline.pdf)

**Question three:** *How many vendors participated in this webinar?*

**Response three:** The Administrator Certification Section invited all vendors to participate in this webinar. Seventy-two (72) participants were in attendance.

*Question four: Will the number of hours required for administrator renewals increase?*

**Response four:** There is no increase in the amount of hours required for administrator renewals at this time.

*Question five: Are vendors required to provide one (1) hour of Continuing Education Units (CEUs) regarding underserved and minority population/sensitivity?*

**Response five:** Vendors are not required to provide the one (1) hour of CEU regarding cultural competency and sensitivity in issues relating to the underserved aging lesbian, gay, bisexual, and transgender community.

*Question six: Can you please clarify how often the roster for RCFE courses should be submitted to ACS and whether to submit via e-mail?*

**Response six:** Vendors shall submit rosters via e-mail only upon request by vendor analyst or ACS staff.

*Question: Can you give examples of acceptable interactive content for online courses?*

**Response seven:** Interactive online training courses require the participant to respond to prompts and receive feedback at various intervals throughout the course in order to progress through the training and to successfully pass a test at the conclusion of the course. For example, fill in the blank, crossword puzzle, matching exercise, etc. It is recommended that each vendor work with their analyst to ensure they are meeting the regulatory requirements in this area.

*Question eight: Regarding online CEU Courses, what are examples of the student receiving feedback at various intervals throughout the course? I am creating a quiz after each screen. I would like to give one exam at the end. I am stumped at how to provide the ongoing feedback that is not a quiz of some kind.*

**Response eight:** Please refer to response seven. Receiving feedback provides an immediate response to the activity – the response can be a score or the result to the activity.

*Question nine: Can vendor owners take the courses from their company if they are not involved in teaching or course development?*

**Response nine:** No, vendors and their instructors cannot receive credit for attending ICTP or CEU courses of that vendor.

*Question ten: Did I correctly understand that Rosters for CEU courses must only be submitted on request by ACS?*

**Response ten:** That is correct – rosters for CEU courses must only be submitted per request of vendor analyst or department staff.

*Question eleven: In reference to Instructor's CEU's, I want to clarify that they can no longer take ANY CEU classes from the vendor they work for? Or just classes they are approved to teach?*

**Response eleven:** Vendors and their instructors that work for the company cannot receive DSS/ACS credit for attending courses of that vendor.

*Question twelve: How do we document dementia, LGBT, etc. CEU hours, if they are within a day long presentation?*

**Response twelve:** Each topic requires a separate Request for Course Approval and will be given a unique course approval number that will have a specific subject code.

*Question thirteen: What is meant by "location" for a certificate when a course is offered online?*

**Response thirteen:** The location of an online certificate would be the vendor's address.

*Question fourteen: Would an instructor/speaker at a conference be excluded from taking other live or online courses with the vendor that hosts the conference? In other words, if an administrator speaks at a conference can they still continue to take other courses with the vendor?*

**Response fourteen:** No, an instructor that is working for a vendor that is holding a conference cannot receive CEUs from that vendor.

*Question fifteen: Can a CEU course be co-located with an ICTP course?*

**Response fifteen:** No, a CEU course cannot be co-located with any ICTP sessions.

*Question sixteen: Can you have multiple tests throughout an on-line course rather than just one test at the conclusion?*

**Response sixteen:** Participants must successfully pass a test at the conclusion of the course in order to receive a certificate of completion. The regulations are silent on multiple tests throughout the on-line training.

*Question seventeen: What is the best way to confirm active involvement of attendees for course duration on a Webinar?*

**Response seventeen:** Some examples to ensure active involvement of attendees during a webinar include: 1) checking periodically for participant understanding; 2) providing activities; 3) engaging participants through question and answer sessions; and 4) asking for opinions on issues.

*Question eighteen: We have heard that we can sign a speaker form for the speaker if they answer the associated speaker form questions. Is this accurate? If it is OK to sign for them, do we sign their name or our own name and state we are signing for the speaker?*

**Response eighteen:** Vendors or their authorized representative, under penalty of perjury, shall sign that the instructor information provided is current and accurate. Note, all information related to the speaker, e.g. certificate numbers, must be included.

*Question nineteen: If we try to engage our participants on a webinar and we do not see responses from certain participants, do we withhold their certificate of completion?*

**Response nineteen:** This is at the discretion of the vendor – please note it is the vendor's responsibility to ensure participants are engaged throughout the webinar. Tools to engage participants should be carefully planned prior to the webinar session.

*Question twenty: I have staff that was not able to attend this webinar but I would like them to hear/see the webinar. I do hope you share a link to the recording of this webinar.*

**Response twenty:** At this time, the ACS is considering the best route to share this webinar. A recording of the webinar may not be an option.

*Question twenty-one: Will we ever be able to submit course approval requests via e-mail versus regular mail as we do now?*

**Response twenty-one:** The ACS is continually evaluating business practices to find efficiencies in service. At present, course requests must be submitted through postal mail.

*Question twenty-two: If an employee of a vendor took that vendor's courses prior to the new changes, will those courses count toward renewal?*

**Response twenty-two:** Yes, the new regulation took effect January 1, 2016.

*Question twenty-three: What is the appeal process when you are not in agreement with the CEU analyst response?*

**Response twenty-three:** It is not uncommon for vendors and analysts to see things differently. For example, a vendor may submit a course believing that all of the course requirements are met. An analyst may review the course and question why that vendor failed to provide regulatory required information. In the last year or so, the ACS has become more active in reviewing and monitoring courses. The ACS is trying to prevent non-compliance with the regulations. It is always best to exercise good communication skills to resolve issues. Appeals, which are reviewed on a case by case basis, are a last resort method of addressing a legitimate unresolved issue.

*Question twenty-four: Please clarify whether the three (3) attempts for testing must be completed within the 60-day window. This is providing difficulty with the new test registration process as there are often no openings available at the desired location.*

**Response twenty-four:** Yes, all three (3) attempts must be taken within the 60-day window. For examination locations throughout the state, check the ACS website at: <http://www.cclid.ca.gov/res/pdf/AdminExamInfo.pdf>. There are multiple locations in which an individual can take the test within the 60-day period.

*Question twenty-five: If the topic for CEUs are on the Core of Knowledge for all three facility types will they be approved?*

**Response twenty-five:** Based on the limited understanding of this question, if read as intended, the content of the CEU has to relate to all three facility types/populations in order to be approved. The duration of the course must include sufficient content for each of the programs. If it does not, it will be returned.

*Question twenty-six: Can you please clarify the required amount of hours for RCFE CEU renewal?*

**Response twenty-six:** Renewing RCFE administrators must complete and submit forty (40) hours of CEUs to the Department. These CEUs must be provided by Department-approved vendors.

*Question twenty-seven: It has been my understanding that a participant was not able to take any class more than once ever, not just within the 24 month renewal period. Has this changed?*

**Response twenty-seven:** No, participants may not take the same course within a twenty-four (24) month renewal period.

*Question twenty-eight: If we currently have CEU applications pending review with the old form, will those have to be resubmitted or are we okay if we just start using the new form moving forward?*

**Response twenty-eight:** Effective January 1, 2016, all new forms should be submitted.

*Question twenty-nine: Just to clarify, we can still hold courses in a facility room, as long as there aren't other activities being held in that room simultaneously right?*

**Response twenty-nine:** This is correct provided that the room is free from distractions, conducive to learning and the use of the room does not violate any facility resident rights. Those that are attending the course may not be "on-duty" at the same time the course is being offered.

*Question thirty: Regarding "Required CEU Topics": The power point says administrators must complete 40 "classroom hours," but can't they complete 20 of those renewal hours online still?*

**Response thirty:** That is correct – administrators can take up to twenty (20) hours of their CEUs online. As a reminder, no more than ten (10) hours of coursework can be completed during a 24-hour period.

*Question thirty-one: Can approved CEU courses be used to contribute to the 20 non-classroom hours of the ICTP as long as the topic area is within the Core of Knowledge?*

**Response thirty-one:** Yes, as long as the CEU courses are within the ICTP COK.

*Question thirty-two: The new CEU application form requires the Core of Knowledge area for the CEU class be identified? What is the criteria ACS is using to determine this?*

**Response thirty-two:** Each topic should be identified using the Core of Knowledge.

*Question thirty-three: Just so we're clear, ACS is requiring that I give money to my competitors in order to renew my administrator certificate?*

**Response thirty-three:** Across all training programs, the regulations require that ICTP vendors and their instructors who are also seeking administrator certification shall not be permitted to receive credit for attending the vendor's own ICTP. Likewise, CEU training program vendors and their instructors who are also certificate holders shall not be permitted to receive credit for attending the vendor's own CEU training program. Unfortunately, these regulations became necessary to maintain the integrity of the certification process.

*Question thirty-four: Can ACS clarify regulatory timelines for analyst to review course applications and provide approval/denial?*

**Response thirty-four:** The Department shall, within thirty (30) days of receipt, give written notice to the vendor applicant that the request has been approved or denied or that the request is deficient. It is important to note that there are occasions when one vendor may submit 15-20 courses at one time. This impacts all of the other course requests received by this vendor analyst. ACS recommends the following to ensure courses are processed in a timely manner: 1) submit complete, timely and accurate course requests; 2) submit course requests 60-days prior to the date of the event; 3) refrain from advertising or promoting course until you have discussed course with our vendor analyst; and 4) be patient. ACS wants your courses to be successful!

*Question thirty-five: Can ACS clarify vendor analyst workloads and availability to answer questions given their traveling around state to administer state exams and other responsibilities? What's realistic timeframe for responses to vendor questions?*

**Response thirty-five:** A vendor analyst caseload continually fluctuates. It is important to determine what method of communication works best for you and your analyst. Often times e-mail may be more appropriate and timely as responses can be provided during "off" hours. Generally speaking, it is reasonable to expect a return communication within 48-72 hours.

*Question thirty-six: Should RCFE Caregivers obtain a certificate? Who provides this training? Can RCFE Vendors provide this training?*

**Response thirty-six:** The ACS does not have a position on the certification of caregivers. ACS vendors are only approved by the Department to certify RCFE, ARF and GH administrators.

*Question thirty-seven: How will webinars be evaluated for online CEUs?*

**Response thirty-seven:** All requests for course approvals are evaluated and go through the same review process.

*Question thirty-eight: If regulations outside of Title 22 are counted toward the four (4) hour CEU requirement, does that mean that those courses covering business operations where labor regulations are covered will count?*

**Response thirty-eight:** The intent of the four hours on laws and regulations is specific to Title 22.

*Question thirty-nine: What if the Administrator's certificate has lapsed and is now required 80 hours of CEUs, can the Administrator attend duplicate classes?*

**Response thirty-nine:** Administrators cannot take duplicate courses within a renewal period.

*Question forty:* Can the vendor complete the New LIC 9142A instead of the participant?

**Response forty:** No, participants should be filling out the roster of participants.

*Question forty-one:* I tried to provide an update to the vendor's office regarding a new website address and e-mail address. How do I go about providing the update successfully?

**Response forty-one:** Call or e-mail to report any changes to the vendor analyst within 30 days.

*Question forty-two:* Can you expound on the test that is now 100 questions: i.e. what is the passing mark and are the questions of multiple choice, true or false or otherwise?

**Response forty-two:** The passing mark of the examination is 70%. All of the questions are related to laws, regulations and the COK.

*Question forty-three:* What is the average cost of the course offered?

**Response forty-three:** ACS does not monitor what vendors charge for courses. Some vendors do post fees for courses on their webpages.

*Question forty-four:* If a course is offered on dementia or laws and regulations, how is it determined how these will be counted.....Dementia CEUs or Laws and Regulations?

**Response forty-four:** Vendors select one COK topic on the Request for Course Approval application. Vendors will receive a course approval number with a specific subject code.

*Question forty-five:* If another vendor is holding a conference and asks another vendor to attend and speak at their conference, is using the guest vendor's approval numbers is that okay?

**Response forty-five:** A conference is approved under one vendor number.

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