Administrator Certification Section (ACS)
Frequently Asked Questions

Q: Where do I send my application for Administrator Certification?
A: Administrator Certification Section
744 P Street, M.S. 19-47
Sacramento, CA 95814

Q: What is the fax number?
A: (916) 324-3982

Q: Who do I make the check payable to?
A: Department of Social Services

Q: What if I don't have a facility yet? What do I put on the live scan form?
A: You would use a dummy facility number. For Group Home the number is 345577777, for Adult the number is 345599999 and for Elderly the number is 345588888. The address you will use is CA Dept of Social Services PO Box 944243, M.S. 19-62 Sacramento, CA 94244-2430

Q: Who do I speak to regarding my exemption?
A: Please call the Caregiver Background Check Bureau (CBCB) at (916) 274-6200 and ask to speak to your exemption analyst.

Q: Where can I get information to apply to become a vendor?
A: Download the Vendor Guidelines and Procedures Manual to apply to become a training vendor. The Manual and Regulations will inform you about the requirements to become a vendor and requirements for course approval. The link to the Vendor Guidelines and Procedures is available at: http://ccld.ca.gov/res/pdf/VendorGuidelines.PDF. Link to all program forms can be found on page 3 of the Manual. Make sure you are using the correct application to apply.

Q: How do I change my address?
*A: You must notify your local Program Office **and** ACS in writing. Be sure to include a current telephone number.*

Q: How can I get my test results?
A: Please allow at least 30 days for processing your test. You will receive your results by mail. After 30 days, you may contact ACS. Be sure to have your social security number available.

Q: What do I do if I fail the test?
A: Call any Program Office of your choice to make an appointment to retake the test and take your test result letter with you. If it has been over 60 days since you took the test, complete the request for extension you received with your test result letter.

Q: Do I have to wait for the results of my Live Scan before I submit my application?
*A: As stated on the initial application, you **do not** have to wait for the results of Live Scan before submitting your application. We have access to them electronically. Please submit a copy of the Live Scan form with your initial application packet.*

Q: I mailed in all my requirements for recertification and have not received my certificate.
A: Please allow 30 days for processing. If it has been over 30 days since you sent your package, you may call and check the status of your application. Please have your certificate number available.

Q: I need a copy of my certificate.
A: There is a $25 replacement fee for certificates. If you would like a copy please submit check or money order made payable to Dept. of Social Services in the amount of $25 along with a cover letter with your certificate number.

Q: Do I mail the original certificates of completion with my application?
A: Mail copies of the certificates of completion and keep copies for your files.

Q: What are the processing fees for certification?
A: The fee for initial certification is $100. The fee for recertification is $100, except when an individual has a certificate that has expired. The fee for recertification of an expired certificate is $300.

Q: When is it necessary to take the initial training again?
A: If your certificate is expired for four years or more, you must take the initial training and test again.

Q: I have not received a renewal notice.
A: Renewal notices are mailed approximately ninety (90) days prior to your expiration date. If you did not receive your renewal notice it may be because of an address change. You may print the renewal notice at: http://www.dss.cahwnet.gov/cdssweb/entres/forms/English/LIC9215.PDF. Submit the application along with your required amount of continuing education units (CEUs) and the appropriate fee.

Q: The application states you must have a current criminal record clearance. I already have been fingerprinted.
A: If you have already been fingerprinted and have a clearance it is not necessary to resubmit fingerprints. If you do not have a clearance, you must have Live Scan done.

Q: I received a delay notification from the Department of Justice, what do I do?
A: If it has been over 30 days since you submitted your fingerprints, you may contact the Department of Justice at (916)322-2209. Please have your ATI number and the date you submitted your fingerprints.

Q: Do I have to complete the form LIC508 Criminal Record Statement?
A: Yes you must complete the form and return it along with your other required documents.

Q: How can I obtain a vendor list?
A: Lists of approved initial and CE vendors are available at:
http://www.ccld.ca.gov/PG559.htm

Q: I am a Nursing Home Administrator (NHA) and would like to become a certified administrator.
A: Those interested in becoming RCFE administrators who are also NHAs are exempt from taking the administrator test; however, you are required to take twelve (12) hours of initial training and submit the required information. For recertification, you are required to take twenty (20) hours of CEUs along with the required fee and renewal application. Please submit a current copy of your NHA license.

Q: I need an extension to renew my certificate.
A: Extensions for renewals are only granted for verifiable just cause. An administrator is allowed two years to renew their certificate, therefore it is rare to allow more time beyond the two year period.

Q: I have a certificate that expired over four (4) years ago, how do I go about getting it reinstated?
A: If your certificate has been expired for four (4) years, you must start the whole process over again. This includes the initial certification training, taking and passing the state test, as well as completing the initial application process.

Q: I have a certificate that is expired but has been expired for less than (4) years, how do I go about getting it reinstated?
A: To renew, submit a $300 delinquency fee, renewal application and CEUs must be submitted.

Q: I have taken classes or attended a conference and want to know if they are approved for credit toward recertification.

A: All CEUs taken from an approved vendor are pre-approved by our Department and the amount of hours is indicated on your certificate of completion. If you would like to know if your classes are approved fax them in to (916) 324-3982 and be sure to include a contact number.

Q: How many hours of credit are allowed for courses taken by Regional Centers?

A: Group Home (GH) and Adult Residential Facility (ARF) Administrators are allowed to apply forty (40) hours from the Regional Centers for recertification. However, no training will be accepted for Residential Care Facilities for the Elderly (RCFE) Administrators.