How to Check on Your Test Results

If 14 days have passed since you took the Department-administered test for administrator certification, you can check on your results any time by using our automated phone system as follows:

*Please note: In order to use our automated phone system, you must have indicated a social security number AND date of birth on your scantron sheet. If you did not provide both your social security number and date of birth on your scantron sheet, please skip to step 7.

1. Call the main phone number at (916) 653-9300.
   - If desired, follow the prompts to continue in Spanish or Tagalog.

2. Choose option “2” for test results, and follow the prompts to enter:
   - The last 4 four digits of your social security number (XXXX)
   - Your eight digit birth date (MM/DD/YYYY – such as 07/01/1960)
   - The type of test you took: “1” for Residential Care for the Elderly, “2” for Adult Residential, or “3” for Group Home.

3. If the system states that there are no test results, you may have called before we have received your test or it has not yet been scored. But if it has been at least 14 days, go to step 7 below.

4. If the system states that you passed the test and the congratulatory letter has been mailed, you can expect to receive the congratulatory letter within 7 business days from the date the letter was mailed. If you don’t receive the letter in that timeframe, go to step 7 below.*

5. If the system states that you failed the test, you will receive an official notice that you did not pass the test within approximately 7 business days from the date the notice was mailed. If you don’t receive the notice in that timeframe, go to step 7 below.*

6. If the system states that your results are pending, this means that we have scored the test but not yet printed the letter or notice. Please call back to the main phone number (step 1) in 3 – 5 days.

7. To follow up if needed per steps 3, 4 or 5 above, please call (916) 653-9300 and leave a message with your name, phone number, certification number (if applicable), type of test, test date and the location you took your test. Someone will get back to you within two to three business days. If you would like to inquire via email, please send the same information to AdminCertInfo@dss.ca.gov.

* Note: To avoid delays in receiving your letter/notice, please promptly report any address changes to ACS by calling (916) 653-9300. If you updated your address on a repeat examination scantron, please contact ACS to confirm it was changed.