



CDSS

WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR



Welcome to the latest Administrator Certification Section (ACS) *Insider!* Our continuing 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 continuing to publish the *Insider* quarterly to strengthen partnerships with vendors and administrators.

HIGHLIGHTS OF THIS EDITION INCLUDE:

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

LEGISLATION AND REGULATIONS UPDATE

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.cclid.ca.gov/PG3063.htm

As noted in prior issues of the *Insider*, the ACS is in the process of updating applicable sections of the California Code of Regulations (CCR) to align with recently enacted legislation and to clarify existing requirements. The 45-day written public comment period concluded at 5 p.m. September 16, 2015 and then we will prepare the final package. You can find a link to the notice and documents and watch for further information on the [ACS](#) and CDSS [websites](#). The proposed changes are planned to take effect January 1, 2016 to coincide with last year's legislative changes.

ACS FALL ACTIVITIES

- The ACS has been tidying up its **website** at <http://www.cclcd.ca.gov/pg471.htm> to make it easier for administrators and vendors to find the information they need, including important notices and other news items. Please review it regularly to keep informed on ACS topics!
- The ACS **Advisory Committee** (ACSAC) met again in May to continue its work of reviewing and revising the Core of Knowledge for the Adult Residential Facilities Core of Knowledge. The draft revision that resulted is included in the regulations update noted above and also posted in the Vendor Information section of the website. The ACSAC minutes are also now posted on the ACS [website](#).
- ACS staff continue to **monitor** vendors' administrator training courses. See the "Tips" section below for several "do's and don'ts" noted from these reviews. Vendors should respond promptly when contacted by their analyst for information and to schedule a course review.

IMPORTANT UPDATES AND INFORMATION FOR ADMINISTRATORS

- Individuals who have started the **RCFE administrator certification process** prior to January 1, 2016 (40-hour Initial Certification Training Program – ICTP) must pass the associated RCFE administrator certification examination prior to January 1, 2016 in order for the 2015 laws and regulations to apply (i.e., 40-hour ICTP and 40-question RCFE Administrator Certification Examination). (See the ACS Notice on "Changes in RCFE Law" at <http://www.cclcd.ca.gov/PG4796.htm>.)
- Administrators are reminded that even though a **training vendor** is approved as a vendor by CDSS or another California state agency does not mean its courses are all approved for CCL facility administrator CEU credit. (Many vendors serve a wide range of clientele so offer a wide variety of courses.) When registering, administrators should confirm with the vendor that the class they plan to take is approved for California residential facility administrators and for the applicable type of facility (i.e., ARF, GH or RCFE).
- Administrators are reminded that there are laws and regulations to protect **client/resident confidentiality** and thus are cautioned about providing confidential information regarding residents to consultants assisting with facility operations. Some relevant sections of the Health and Safety Code include: [1557.5](#), [1569.269](#), [1569.315](#), and [1568.08](#).
- The Department of Labor (DOL) recently initiated a new web-based **labor compliance training tool** that's live and open to questions and answers. For more information see <http://6beds.org/2015/05/24/new-dol-web-based-labor-compliance->

[training-tool-littlers-labor-compliance-model-coming-soon/](#) (Note this is not a training approved for administrator CEU credit but for general information.)

- Occupational Safety and Health Administration (**OSHA**) information related to inspections of care facilities is available at https://www.osha.gov/dep/enforcement/inpatient_insp_06252015.html

TIPS AND TOOLS FOR TRAINING VENDORS

- Vendors are reminded to submit **complete requests** for vendorship or course approvals or renewals. Incomplete requests substantively slow the review process.
- By **September 30**, 2015, all existing RCFE ICTP vendors should submit to ACS for review their proposed **80-hour RCFE ICTPs** for use beginning January 1, 2016 to allow adequate time for ACS review. To ensure a seamless transition, ACS will no longer accept applications for new 40-hour RCFE ICTPs after October 31, 2015 as only 80-hour RCFE ICTPs can be offered as of January 1. (See the ACS Notice on [“Changes in RCFE Law.”](#))
- ACS recommends that RCFE ICTP vendors **not offer 40-hour RCFE ICTPs** after October 31, 2015, in order to provide course participants with up to 60 days to take and pass the current RCFE administrator certification exam before December 31, 2015. (See the ACS Notice on [“Changes in RCFE Law.”](#))
- Vendors interested in providing **on-line courses** are encouraged to structure them in one- to two-hour blocks. ACS has found that longer on-line courses are too long to hold participants’ attention and interaction, and thus do not really provide the hours of instruction intended. As an alternative to a longer course on a given topic, vendors might offer a course in multiple parts (e.g., Food Service Part 1, Part 2 ...). Vendors should submit new or updated on-line courses proposals to their ACS analyst for review and approval at least sixty days prior to planned use of the course.
- Vendors are reminded that to be a facility administrator an individual must be at least **21 years old** (see H&SC section [1522.41\(d\)\(5\)](#) re: Group Homes, [1562.4\(a\)](#) re: ARFs or [1569.613\(a\)](#) re: RCFEs. Vendors are encouraged to remind potential ICTP-participants of that fact before signing them up for an ICTP.
- Continuing education program vendors are reminded that the Department does not have the authority to give CDSS-approval for a vendor’s courses or programs offering a **certificate** under another entity’s requirements (e.g., “American Red Cross CPR Certificate”). Such course certificates should not include the CDSS vendor number.
- ACS is no longer accepting courses approved by the National Association of Long-Term Care Administrator Boards (**NAB**) and other entities whose course approval and enforcement processes do not fulfill ACS requirements. Vendors should keep

abreast of the notices and administrator information on the ACS [website](#) and be sure any related information provided on their own websites is current and correct.

- California County Offices of Education provide English as a Second Language (**ESL**) classes for a nominal fee. Often these classes can help prospective administrators improve upon communication skills. Vendors are encouraged to share information on these classes with course participants. See <http://www.cde.ca.gov/re/sd/co/>.
- **A Dozen Key Do's and Don'ts:**
 - **DO** provide your course schedules to your ACS vendor analyst when requested. Failure to do so may result in a monitoring finding.
 - **DO** follow the approved course outline to cover all course topics as planned and approved.
 - **DO** start and end courses on schedule and provide the approved hours of course instruction, including the required hours of instruction in each ICTP topic area.
 - **DON'T** overlook recently added ICTP topics (e.g., LGBT awareness).
 - **DO** use a variety of teaching methods and materials, not just lecture, as approved in your course outline.
 - **DON'T** use outdated materials (e.g., old Technical Support Guides), interject personal biases, or provide inaccurate information (e.g., ACS exam schedules).
 - **DO** ensure the training space is quiet and conducive to learning.
 - **DON'T** use instructors not pre-approved by ACS.
 - **DO** evaluate course participants and ensure they are following the instruction material.
 - **DO** have course participants evaluate the course and instructor(s).
 - **DO** keep all your administrator course records (including course schedules, descriptions, sign-in sheets/rosters, evaluations, lists of instructors and their resumes) for at least three years after a course is offered and preferably at your main office .
 - **DON'T** mix ACS required records with those kept for other entities or purposes.

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 so that we can all learn and exchange knowledge, ideas and practices!

From administrators:

Question: The check for my administrator certificate renewal was cashed but I haven't received my certificate. What happened?

Response: The checks are cashed upon receipt pursuant to State accounting requirements, but due to the high volume, review of administrator applications (both initial and renewals) may not currently begin for 45 – 90 days. To see where your application is in the process, please check the information on the ACS website at <http://www.cclcd.ca.gov/pg471.htm>. Please don't call ACS (916-653-9300) until after the likely receipt date of your application is posted there.

Question: I took classes from the American Red Cross on first aid. Why didn't they count toward my CEU requirement?

Response: Basic First Aid and CPR courses fulfill a separate training requirement in facility law and regulations so cannot also be counted toward administrators' continuing education.

From training vendors:

Question: My business is changing its name. What do I need to file with ACS?

Response: Your vendorship is approved by ACS under its current legal business name, so if the name is changing, you will need to file a new application for vendorship ([LIC 9141](#)) to have the new business approved for operations under this program. You will also need to notify ACS of the date in which the current business is terminating. When you do this, it automatically terminates your existing course approvals; therefore, those will need to be resubmitted ([LIC 9140](#)) under the new vendorship, if approved.