

**California Department of
Social Services
Community Care Licensing Division
Administrator Certification Section**

**VENDOR
GUIDELINES
and
PROCEDURES**

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INTRODUCTION

The Administrator Certification Program (ACP) is a legislatively mandated program designed and intended to upgrade the knowledge and education levels of persons wishing to become administrators of **Adult Residential Facilities (ARF), Residential Care Facilities for the Elderly (RCFE), and Group Homes (GH)** through a certification process. The ACP is also legislatively mandated to approve and/or to disapprove vendors of Initial Certification Training and Continuing Education Training programs, their courses, and instructors. The certification program is administered through the California Department of Social Services, Community Care Licensing Division, Administrator Certification Section (ACS). The ACS is comprised of two sections – “Certification Unit” and “Vendor Unit.”

The **Certification Unit** is responsible for screening and processing ARF, RCFE, and GH applications from individuals wishing to become certified administrators. This includes processing fees, fingerprints, tests and results, certificates of completed training, and searching the Licensing Information System for criminal background clearances and compliance. This unit also processes incoming/outgoing mail, responds to written

inquiries, and updates administrator records housed in a computer database.

The **Vendor Unit** is responsible for approving/disapproving individuals and organizations as vendors, and reviewing and approving/disapproving courses to be offered to persons who wish to become certified administrators and those who wish to recertify. Training courses that are approved for vendors offer focus on licensing regulations and other Core of Knowledge Guideline-related areas. These regulations pertain to the roles and responsibilities of the administrator in the overall management of their facilities, including meeting the activities of daily living needs of the clients in their facilities.

The Vendor Guidelines and Procedures Manual is provided to help prospective and renewing vendors successfully complete request forms for vendor and course approval. The completed request forms provide the Department with the information needed to perform its duties as mandated by the pertinent provisions of the Health and Safety Code and Title 22, California Code of Regulations. The ultimate goal is for vendors, working collaboratively with the Department, to provide the best training possible to prospective and current administrators, enabling them to provide safe, high quality care and supervision to the clients in their facilities.

DEFINITION OF TERMS

Administrator means the licensee or the individual designated by the licensee to act in his/her behalf in the overall management of an ARF, RCFE, or GH. The licensee, if an individual, and the administrator may be the same person.

Administrator Certification Programs (ACP) means the legislatively mandated program administered by the California Department of Social Services (CDSS). The ACP provides certification to licensees and individuals for the position of administrator in an ARF, RCFE, or GH. The Program also approves training vendors and the courses they offer to current and prospective licensees and/or administrators.

Administrator Certification Section (ACS) means the office within the CDSS, Community Care Licensing Division, authorized to administer all components of the certification program.

Administrator Certification Test means the standardized test developed and administered to persons wishing to become certified administrators for the first time.

Classroom Hour means sixty (60) minutes of classroom instruction with or without a break. It is recommended that no more than twenty (20) minutes of break time be included in every four (4) hours of instruction. No credit is given for meal breaks.

Co-locate means that a vendor applicant is approved for more than one program type (ARF, RCFE, GH) and has received approval to teach specific continuing education courses at the same time and at the same location. Co-location is allowed for continuing education training program vendors only.

Complete Request means the vendor applicant has submitted, and the Department has received, all required information and materials necessary to approve or deny the request for certification program and/or course approval.

Continuing Education means the process of extending training and development knowledge to ensure that administrators remain current with the principles and practices of the care and supervision of clients in an ARF, RCFE, or GH.

Continuing Education Training Program Vendor means a vendor approved by the Department to provide continuing education training courses to administrators and certificate holders to qualify them for renewal of their administrator certificate.

Continuing Education Units (CEU) means the hourly training credits approved by the Department which are required to renew administrator certification.

Core of Knowledge Guideline means the document that identifies key areas of training for the initial certification training program. This document can also be used as a guide for the development of CEU courses.

Course means either (1) a quarter- or semester-long structured sequence of classroom instruction covering a specific subject, or (2) a one-time seminar, workshop, or lecture of varying duration.

Course Approval means the ACS has approved a course and assigned it a number, indicating that it meets Health and Safety Code and regulatory intent and requirements for administrator training.

Initial Certification Training Program Vendor means a vendor approved by the Department to provide the initial 35/40-hour certification training program to persons who do not possess a valid administrator certificate.

Initial Vendor Application means the application form, LIC 9141, used to request approval from the Department to become a vendor for the first time.

Renewal Vendor Application means the application form, LIC 9141, used to request approval from the Department to continue another two (2) years as an approved vendor.

Vendor Approval means the ACS has approved a vendor and has assigned an approval number to a person or entity according to the Health and Safety Code and regulations. This grants the vendor the authority to provide Department-approved initial certification and/or continuing education training courses to administrators.

Forms:

[LIC 9140 - Request for Course Approval](#)

[LIC 9140A Request to Add or Remove Instructor](#)

[LIC 9141 - Vendor Application/Renewal](#)

[LIC 9142a - Roster of Participants – For Vendor Use Only](#)

[LIC 9139 Renewal of continuing Education Approval](#)

WHERE CAN I GET MORE INFORMATION ABOUT CERTIFICATION CATEGORIES AND ABOUT BECOMING A VENDOR?

You start the process by first deciding which category of training you would like to provide instruction. Do you want to teach classes for the ARF (client ages 18-59), RCFE (client ages 60+) and/or GH (client ages 6-18)? You must also decide whether you want to teach the RCFE or GH 40-hour or ARF 35-hour Initial training program or Continuing Education program. Perhaps you would like to teach some combination of these six (6) programs. You may also telephone our office at (916) 324-3755 for additional information. A copy of the regulations governing the training program type you are interested in is enclosed with this manual.

WHAT IS AN INITIAL CERTIFICATION TRAINING PROGRAM VERSUS CONTINUING EDUCATION TRAINING PROGRAM?

The Initial training program is a 35/40-hour instruction program required to be completed by persons who wish to become certified for the first time. The Continuing Education training program is for administrators and certificate holders who have

become certified and are required to complete on-going training in order to recertify. The Initial training program must be taught by an approved vendor.



HOW DO I APPLY TO BECOME A VENDOR?

Any person or entity seeking approval as a vendor must submit a written request. A vendor number must be received from the Department prior to presenting courses to administrators. The request must include:

1. A completed Vendor Application/Renewal form, LIC 9141 (see Appendix).

Initial Certification training program applications must include the application form, LIC 9141 and course approval form, LIC 9140. Approval as a 35/40-hour vendor and the course are treated as a single unit.

Continuing Education training program requests for course approval may be submitted at any time after the vendor is approved.

The ACS *will not accept* substitute or alternate forms. Please use the forms

contained in this manual or an exact replica. If you do not have a current form, please contact the ACS for assistance.

The **ACS must be notified of all changes** in any of the information submitted on the Vendor Application/Renewal form as soon as possible. Failure to notify the ACS may result in your inability to receive important information and/or disapproval of your application.

2. A vendor application processing fee. Make the check or money order payable to the California Department of Social Services (CDSS).

A \$150 processing fee is required of proposed vendors of **Initial** Certification training courses.

A \$100 processing fee is required of proposed vendors of **CEU** training courses.

3. Mail the completed Vendor Application/Renewal form and applicable fee to:

**California Department of
Social Services
Administrator Certification
Section
744 P Street, M.S. 19-47
Sacramento, CA 95814**

If your application is approved, an approved copy will be returned to you. At the bottom of

the LIC 9141 application form, you will find a vendor approval number and expiration date. The vendor approval number is the number that you will use when submitting applications for approval of training courses. You will also use this number on certificates that you issue to participants of your training courses. A vendor number is generated by a computer and looks like this:

1000025-735-1

The first seven numbers are the vendor number.

The second three numbers are the program type: 735-ARF, 740-RCFE, 730-GH.

The last number is the course type: 1 - initial, and 2 - CEU.

Vendor approvals *automatically expire two (2) years from the date of issuance.* As a courtesy, the ACS sends renewal notices 90 days prior to the vendor expiration date. The notice will be mailed to you at the last address on record in our office. If you do not receive a notice, you are still responsible to apply for renewal prior to the expiration date of your training program. You may use the Vendor Application/Renewal (LIC 9141) form provided in this manual. You may want to make additional copies for future use.

An analyst in the Vendor Unit will be assigned to you for ongoing consultation and assistance.

If your application is incomplete, a letter will be sent to you detailing why the application is incomplete and your application will be returned. The letter will provide instruction for the resubmission of your application should you choose to pursue approval as a vendor of training. You will be given 30 days from the date noted on the letter to resubmit the application and additional information and/or documentation needed to complete your application. If you do not resubmit an amended application within 30 days, we will assume that you are no longer interested in becoming a vendor.

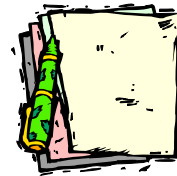
If your application is denied, a copy of your application will be returned to you with a letter of explanation within 30 days of its receipt. You will have 15 days from the date of the letter to appeal the denial of your application.

WHAT SHOULD I KNOW ABOUT BECOMING AN APPROVED VENDOR?

Approved Initial Certification Training Vendors:

1. It is recommended that, as a new vendor, you introduce yourself to all Licensing District Offices in the area(s) where you will provide training classes before you begin training.

2. Contact the local Licensing District Office to schedule a test date and location. It is recommended that you do this prior to the completion of the course. The goal is to enable your participants to take the test as soon as possible while the information is still fresh in their minds.
3. Upon completion of the Initial Training program, submit the participants' names on the Roster of Participants form, LIC 9142a to the Department testing representative at the local Community Care Licensing District Office and the ACS within seven (7) days of completion of the initial classroom instruction.



4. Inform participants about the process for requesting their administrator certificate. This process includes:

Taking and passing the certification test within 60 days of completing the Initial training program.

Receiving a letter from the ACS notifying them of their test results. If they pass the test, an application to request certification will be enclosed with the letter that provides instruction about how to apply for certification.

Within 30 days of being notified by the ACS of having passed the test, emphasize to participants that they must submit their application and a copy of the test results.

Submitting a copy of the certificate of completion obtained from the vendor.

Submitting a check or money order for \$100 made payable to the California Department of Social Services (CDSS).

Obtaining a criminal record clearance from the Department of Justice. It is recommended that participants use Livescan to submit their fingerprints. The results are received by the Department much more quickly. Each CCL District Office has a Livescan site. An appointment must be made ahead of time by calling Toll Free 1-800-315-4507. If the participant is unable to use Livescan he/she may use the fingerprint card FD258 which will be supplied by ACS. If they already have a clearance, they do not need to resubmit fingerprints for processing.

Approved Continuing Education Training Program Vendors:

1. It is recommended that, as a new vendor, you introduce yourself to all Licensing District Offices in the area(s) where you will provide

training classes before you begin training.

2. Upon completion of your training programs, submit the participants' names on the Roster of Participants (LIC 9142a) to the ACS. The ACS uses the roster to check for fraudulent certificates and to obtain legible names and addresses. Failure to submit the roster could result in the Certificates of Completion you issue being rejected.
3. Inform participants about the process to renew their administrator certificates. This process includes:

Receiving a reminder notice from the ACS 90 days prior to the expiration date of their certificate. This notice provides detailed information about the requirements to apply for recertification.

Submission of Certificates of Completion of the required 40 hours of continuing education hours.

Paying a renewal fee of \$100 with a check or money order made payable to the California Department of Social Services (CDSS).

Paying a deficiency fee of \$300 for recertification applications submitted after the expiration date of their certificate.

All vendors must:

1. Issue a Certificate of Completion to each person attending an approved Initial Certification or Continuing Education course.



Certificates should be distributed at the conclusion of the course or within seven (7) days of completion of the course. Each certificate must include at a minimum:

The title of the course exactly as approved by the ACS.

The course approval number from the LIC 9140, (Example: 057-0209-2474).

The vendor approval number from the LIC 9141.

The name of the participant. If the participant is a certification applicant, remind him/her to use the same name throughout the certification process on all forms including fingerprint cards, Request for Administrator Certificate, roster, etc. If the participant is a certified administrator working toward recertification, the name should appear the

same as on his/her current administrator certificate.

The date of the course.

The location of the course.

The number of classroom hours completed.

The signature of the vendor or vendor's authorized representative.

The vendor's name.

Certificates issued without the above information will not be accepted by the ACS. The certification application will be returned to the applicant who will then contact you to resolve the problem.

2. Provide a "make-up" policy for participants of your Initial Certification Training Program only.
3. Offer a means by which an administrator/participant may evaluate the course. Maintain course evaluations for ACS staff review.
4. Maintain course evaluations and all other written records for a minimum of three (3) years from the conclusion of the course.

HOW DO I COMPLETE THE ROSTER OF PARTICIPANTS?

LIC 9142a – Vendor Roster



1. Check only one box to indicate the course program type.
2. Print your vendor name as approved by the ACS. *Do not abbreviate or shorten the name.*
3. Print your vendor number.
4. Print the date that the course was completed.
5. Print the course name exactly as approved by the ACS.
6. Print the CEU course number if this is a CEU course as approved by the ACS.
7. Print the name of the authorized representative.
8. The authorized representative must fill in their title.
9. The authorized representative must sign.
10. Print the signature date of the authorized representative.



WHAT SHOULD I KNOW ABOUT OBTAINING COURSE APPROVAL?

A vendor *must request approval* of all courses on a Department-provided Request for Course Approval (LIC 9140) form for each course to be offered for certification credit.

1. Each approved CEU course will be issued a separate course approval number that is generated by a computer.

EXAMPLE: 057-0209-2474

The first three numbers are part of your vendor number.

The “02” in the second four numbers indicate the number of hours approved for the course.

The “09” relates to the Core of Knowledge Guideline category.

The last four numbers are computer generated and refer to the specific course that was approved.

2. The complete course approval number **must** be on the certificates you issue to the administrator/participants upon completion of the course.

3. Allow thirty (30) days for the ACS to process a Request for Course Approval.

Approved course numbers are *not* transferable to another vendor or to other courses. Only the vendor who receives course approval is authorized to offer and advertise the course.

Course approvals expire at the same time that the vendor program approval expires. Therefore, the length of a course approval may vary from one day to two years. Vendors should attach a note to the course approval application if they are applying for a one-time only approval. Some reasons for limiting approval time are:

1. A one-time annual conference (the topics and content may be applicable to the current year only).
2. The speakers or instructors are available one time only.
3. The topic is scheduled for imminent regulation change.

A new request for course approval is required when:

1. The number of classroom hours originally approved changes.
2. The course content changes and/or a new topic is added.

A new course approval form is not required if you are removing an instructor or adding a new instructor to an approved course. You may request approval for instructor changes by letter; however, you must receive approval from the ACS prior to using the instructor.

A Request for Course Approval (LIC 9140) form with a completed outline must be submitted with each course approval application. The ACS reviews each course separately, and in the order of the date received. **Do not fax materials unless your analyst requests or approves the fax.**

If a course is co-located (exact same course for ARF/RCFE/GH to be taught in the same location and at the same time), a separate LIC 9140 and course outline must be completed for each program type.

The ACS will reject incomplete requests for course approvals and will return them to you with a letter of explanation.

When you submit a Vendor Application/Renewal (LIC 9141) to renew your CEU vendor approval, you must also submit a Renewal of Continuing Education Course Approval (LIC 9139) to renew approval of previously approved courses (see page 15).

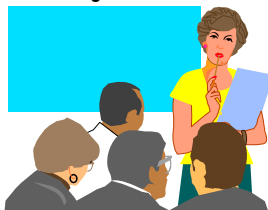
1. Classroom hours, course content, and instructors must remain exactly as originally approved.

2. Changes to the original course require that you submit a new Request for Course Approval (LIC 9140).

Initial Training vendors should review their course content yearly to make sure that their courses correspond with current laws and regulations. Laws and regulations change yearly. If the course content needs to be changed to meet current standards, submit a Request for Course Approval (LIC 9140).

Course approval may be granted for repeated CEU courses and/or conferences offered at various locations. However, the instructors' scheduled hours and course content must remain unchanged. One course approval number will be assigned to each course. The vendor must include the tentative scheduled date, times, and locations with their course approval request and course outline. Once a course is approved, confirm the scheduled dates, time schedules, and locations with ACS (a course advertisement will suffice). Administrators receive CEU credit by the course number.

NOTE: This means that an administrator can attend each course only once for credit.



Sixty (60) days prior to the first class, mail your completed Request for Course Approval and the course approval outline to:

**California Department of Social
Services
Administrator Certification
Section
Vendor Unit
744 P Street, M.S. 19-47
Sacramento, CA 95814**

HOW DO I ADVERTISE APPROVED COURSES?

The ACS requests that vendors advertise courses only **after** they have received approval. However, if a vendor does advertise a course prior to ACS' approval, ACS strongly recommends that the vendor state on the flyer that the course is **“pending approval from the CDSS, Administrator Certification Program.”** If a course is presented and later disapproved, certificates of completion will not be accepted.

If it is approved, ACS suggests that you advertise your approved course using the following phrase:

“Approved by the CDSS for the 35 or 40 hours of initial training of administrator certification.”

Vendor Number:

GH 100057-730-1
ARF 100065-735-1
RCFE 100090-740-1

“Approved by the CDSS for two (2) hours of continuing education units for administrator recertification.
Course Number:

GH 057-0209-2474
ARF 065-0209-2474
RCFE 090-0209-0474

The ACS does not publish or offer advertising of approved courses. A list of approved vendors is published monthly and is available through local Community Care Licensing District Offices, from the ACS, or from the CCLD web page at: <http://cclld.ca.gov> and type in a search for “administrator certification program.”

HOW DO I COMPLETE THE COURSE APPROVAL OUTLINE?

Use the Request for Course Approval form, (LIC 9140) as a cover sheet to the detailed course approval outline. It is recommended that you review the appropriate regulations when preparing the documentation that you will attach to the form.

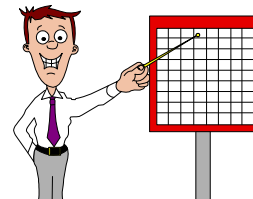
1. Attach a current resume for each instructor presenting the course. The ACS reviews topics to be presented and qualifications of instructors.

Based on the resume provided, the ACS determines if each instructor is qualified by education or experience to instruct in the area he/she is presenting in accordance with the appropriate regulations.

Advertisements and summaries are not acceptable. The resume should include the instructor’s name, address, phone number, work experience and educational background. If the instructor is qualified to present the course by virtue of his/her degree, the course of study for which the degree was earned should be stated, for example, Bachelor of Science Degree in Gerontology – UC, Davis.

If the instructor is qualified to present the course by virtue of his/her professional license, certificate, or other approval, include his/her title and license, certificate, or approval number.

If the instructor is qualified to present the course by virtue of his/her administrator experience, include the dates and facility name(s) or number(s) where the experience was gained, the administrator certification number, and all pertinent work experience.



Contact the ACS if you have questions about instructor qualifications prior to submitting your Request for Course Approval.

All instructors who are either an administrator or licensee operating an ARF, RCFE, or GH, and their facilities must be in substantial compliance according to licensing requirements. All instructors whose qualifications to teach a course are either wholly or in part based on the instructor holding a license, certificate, or other approval must be in good standing and not the subject of disciplinary action by the agency issuing the license, certificate, or approval. You should reference the appropriate regulations for more information.

2. Provide a course description.

Show how the course directly relates to either the business operation or the care and supervision of residents in an ARF, RCFE, or GH and how the course applies to the Core of Knowledge Guideline (see Appendix).

3. Describe the course objective.

What is the student expected to know upon completion of the course? Example: Student will gain knowledge on practical application of licensing requirements, such

as, the recruiting and hiring of staff.



4. Describe the teaching methods and instructional tools that will be used to instruct and provide an understanding of the course content to students, such as, lecture, handouts, discussion, overhead projector, videos, demonstration, or role playing.

5. Describe the course content.

Course content is the curriculum used to instruct the students. You must provide an outline noting specific detail that will be presented (see Appendix for sample course outline). The Core of Knowledge Guideline may be used to identify key areas of training for Initial training programs.

The names of the instructors are matched to the course content. State who will be speaking, about what, and when.

Include an hour-by-hour schedule of activities and names of instructors for each segment of the course.

The schedule is matched to the course content. It should show what time the course will begin and end, when and how long the break times are scheduled, and what topics will be presented each hour. The Core of Knowledge Guideline identifies the number of hours for each topic required for Initial training programs.

The ACS will include reasonable morning and/or afternoon breaks in the instruction time; however, meal breaks will not be included.

NOTE: ACS will not approve increments less than an hour for a course. Courses must total in full-hour increments. (Example: if you submit a 4.5 hour course, ACS will only recognize it as a 4 hour course.)

6. Explain the method of course evaluation for participants.

How will the participant be given the opportunity to evaluate the instruction given?

How will the evaluations be made available for CDSS review?

Will the participants have an opportunity to ask questions and seek clarification on the subject matter?

7. Explain and provide the method of evaluating the participants.

How will the instructor evaluate the participants? How will the instructor constructively measure his/her teaching effectiveness?

8. Explain the types of records you will maintain for the courses presented.

Describe what records you will maintain and how and where you will store them.

9. Describe the location or geographic area where the course will be presented.

10. Make-up procedure.

Is a make-up procedure provided for the Initial Certification training course?

How can participants who have missed components of the Initial Certification course make-up hours to complete the program?

The ACS reviews course approval applications for completeness, including having the original signature of the vendor or the vendor's authorized representative.



If the ACS approves your request for approval, a copy of the LIC 9140 will be returned to you. It will be checked as approved and will indicate whether it is an initial application approval or a renewal application approval. A course approval number will be provided on this form. This number must be used when corresponding with the ACS, and on the certificates of completion issued to classroom participants. An expiration date will be provided for the program.

If the ACS disapproves your course, your Request for Course Approval and course outline package will be returned to you. A letter of explanation will be sent by the ACS within 30 days of receipt of your application. Any requested information noted in the letter of explanation must be submitted to the ACS within 30 days or the ACS will consider your request withdrawn.

Attached to this packet is a sample course approval outline that can be used as a model (see Appendix).

HOW DO I RENEW CONTINUING EDUCATION COURSES?

Complete the Renewal of Continuing Education Course Approval form, LIC 9139.

1. Check only one box to indicate the course program type.

2. Print your vendor name as approved by the ACS. Do not abbreviate or shorten the name.
3. Print the vendor approval number from your Vendor Application/Renewal.
4. Print the course names exactly as originally approved on the Request for Course Approval form.
5. Print the course numbers exactly as originally approved on the Request for Course Approval form.
6. Declare under penalty of perjury that the foregoing information is true and correct to the best of your knowledge by signing the form.
7. Print the name of the Authorized Vendor as originally approved on the Vendor Application/Renewal form.
8. Provide the signature of the Vendor/Authorized Representative.
9. Print the title of the Vendor/Authorized Representative. This will be the person we contact in case we have questions.
10. Provide the date of signature.

It is the vendor's responsibility to submit a course renewal

application 60 days prior to the expiration date. The ACS will not approve courses for certification of administrators that are presented after the expiration date. The ACS will return Certificates of Completion, issued without authorization, to the applicant or administrator with instructions to contact the vendor. **Vendor approval and course approval will not be granted on a retroactive basis.** This applies whether or not you receive a courtesy renewal notice.

HOW DO PARTICIPANTS RECEIVE CREDIT FOR COURSEWORK?

Participants in approved courses will receive one (1) hour of CEU credit for each classroom hour attended.

Where units are awarded for completion of a university or college course, only hours that apply to the specific program type and Core of Knowledge Guideline will be approved for CEU credit.

No credit will be given for the following coursework:

1. Duplicate courses.

An administrator may not repeat a course for credit. The course number differentiates course content. (An administrator may take a course with the same or

similar title for credit, but **not** with the same course number.)

2. Training programs that have been modified without ACS' approval.
3. Courses taught by vendors approved by other California State agencies that do not relate to the Core of Knowledge Guideline.

Prior to taking a course from an accredited educational institution or from vendors approved by other California State agencies, the certificate holder should review the course description carefully to ensure that the course relates to the applicable Core of Knowledge Guideline. If it does not, the course will not be credited toward the recertification requirement. If you are not sure whether a course relates to the Core of Knowledge Guideline, call the ACS at (916) 324-3755.

Vendor Analysts to contact in ACS are:

Sandra Munt (916) 324-3818
Sandra.munt@dss.ca.gov

Mary James (916) 324-3674
Mary.james@dss.ca.gov

APPENDIX

Adult Residential Facilities (ARF) 35-Hour Initial Certification

**Core of Knowledge Guideline*

6-Hours	3-Hours	3-Hours	4-Hours	3-Hours	4-Hours	4-Hours	4-Hours	4-Hours
LAW & REGULATIONS	BUSINESS OPERATIONS	MANAGEMENT/ SUPERVISION OF STAFF	PSYCH/SOCIAL NEEDS	COMMUNITY & SUPPORT SERVICES	PHYSICAL NEEDS	MEDICATION	ADMISSION & ASSESSMENT RETENTION	EMERGENCY INTERVENT. NON-VIOLENT
<p>Health and Safety Code 1520</p> <p>Regulations Title 22, Div. 6, Chapter 1 & 6</p> <ul style="list-style-type: none"> • Administrative responsibility/ accountability • Mandated reporting • Confidentiality • Personal rights • Complaint procedures <p>State Fire Code Regulations</p> <ul style="list-style-type: none"> • R2 Occupancies <p>Conservatorship</p> <ul style="list-style-type: none"> • Full • Limited <p>Physical Plant</p>	<p>Liability issues</p> <p>Budgeting and fiscal documentation</p> <p>Monitoring of ongoing operations</p> <p>Funding sources</p> <p>Overview of labor laws</p> <p>Marketing a facility</p> <p>Rate setting/record keeping</p> <p>Other agencies</p> <ul style="list-style-type: none"> • IRS • EDD • INS <p>Contract compliance</p> <p>Audits:</p> <ul style="list-style-type: none"> • Program • Financial <p>Accounting & tax filing requirements</p> <p>Fund raising:</p> <ul style="list-style-type: none"> • What's legal? • Audits • How to mix with other funds 	<p>Staffing requirement/ratio</p> <p>Hiring practices:</p> <ul style="list-style-type: none"> • Criminal background requirements • Use of volunteers/ interns • EEO requirements • General requirements • Other issues • Job descriptions • Federal/state requirements <p>Employee performance evaluations</p> <p>Personnel policy manual</p> <p>Admin/staff training requirements</p> <ul style="list-style-type: none"> • First Aid • CPR • HIV/TB • Water safety • OSHA • Illness/injury and violence prevention plan • Staffing patterns 	<p>Identifying characteristics and special needs of client population</p> <p>Mental health issues</p> <p>Family involvement/ participation and dynamics</p> <p>Bereavement/stress issues</p> <p>Activities</p> <p>Dementia care</p>	<p>Responsibility & expectations of referral agencies</p> <p>Overview of courts, welfare, probation, mental health</p> <p>Community integration, personal safety</p> <p>Collaboration/role with:</p> <ul style="list-style-type: none"> • Police • Fire Dept. • Sheriff • Emergency medical response teams • Business sector <p>Adult Protective Services</p> <p>Other resources</p>	<p>Client needs</p> <ul style="list-style-type: none"> • Nutrition • Assisting with ADLs • Health conditions <p>Individual health care needs</p> <ul style="list-style-type: none"> • Dental • Vision • Podiatry • Hearing • Physical limitations • Hospice care <p>Sexuality</p>	<p>Administration of medication</p> <ul style="list-style-type: none"> • Technical aspects <p>Regulatory requirements:</p> <ul style="list-style-type: none"> • Storage • Documentation • Disposal <p>Role of medications in treatment plan, including typical interactions & staff's role</p> <p>Communication with pharmacists, MDs</p> <p>Drug interaction/ pharmacodynamics</p> <p>Common medications:</p> <ul style="list-style-type: none"> • Infection control • Seizure disorder • Psychotropic <p>Medi-Cal</p> <p>Medical/dental funding</p>	<p>Program Statement</p> <p>Allowable vs. prohibited conditions/ IMS</p> <p>Appraisals:</p> <ul style="list-style-type: none"> • Pre-admission • Physician's report • Functional • Social • Ongoing <p>Needs and services plan:</p> <ul style="list-style-type: none"> • Development • Review <p>Charting and documentation</p> <p>Admission agreements</p> <p>Adult Protective Services/emergency placement</p> <p>Incidental medical services</p> <ul style="list-style-type: none"> • Allowable • Restricted • Prohibited <p>Client satisfaction</p> <p>Program outcome</p> <p>Age exceptions</p> <p>Relocation/eviction</p>	<p>Special incident reporting</p> <p>5150</p> <p>Overview of behavior:</p> <ul style="list-style-type: none"> • Management systems • Modifications <p>Other resources</p>

Residential Care Facility for the Elderly (RCFE) 40-Hour Initial Certification

**Core of Knowledge Guideline*

8-Hours	3-Hours	3-Hours	5-Hours	2-Hours	5-Hours	5-Hours	5-Hours	4-Hours
LAW & REGULATIONS	BUSINESS OPERATIONS	MANAGEMENT/ SUPERVISION OF STAFF	PSYCH/SOCIAL NEEDS	COMMUNITY & SUPPORT SERVICES	PHYSICAL NEEDS	MEDICATION	ADMISSION & ASSESSMENT RETENTION	ALZHEIMER'S & DEMENTIA TRAINING
<p>Health and Safety Code 1569</p> <p>Regulations Title 22, Div. 6, Chapter 8</p> <ul style="list-style-type: none"> • Administrative responsibility/ accountability • Mandated reporting • Confidentiality • Personal rights • Complaint procedures <p>State Fire Code Regulations</p> <ul style="list-style-type: none"> • R2 Occupancies <p>Conservatorship</p> <ul style="list-style-type: none"> • Full • Limited <p>Physical Plant</p>	<p>Liability issues</p> <p>Budgeting and fiscal documentation</p> <p>Monitoring of ongoing operations</p> <p>Funding sources</p> <p>Overview of labor laws</p> <p>Marketing a facility</p> <p>Rate setting/record keeping</p> <p>Other agencies</p> <ul style="list-style-type: none"> • IRS • EDD • INS <p>Audits:</p> <ul style="list-style-type: none"> • Program • Financial <p>Accounting & tax filing requirements</p> <p>Fund raising:</p> <ul style="list-style-type: none"> • What's legal? • Audits • How to mix with other funds 	<p>Staffing requirement/ratio</p> <p>Hiring practices:</p> <ul style="list-style-type: none"> • Criminal background requirements • Use of volunteers/ interns • EEO requirements • General requirements • Other issues • Job descriptions • Federal/state requirements <p>Employee performance evaluations</p> <p>Personnel policy manual</p> <p>Admin/staff training requirements</p> <ul style="list-style-type: none"> • First Aid • CPR • HIV/TB • Water safety • OSHA • Illness/injury and violence prevention plan • Duties/ responsibility of staff • Employer responsibility • Staffing patterns 	<p>Identifying characteristics and special needs of client population</p> <p>Mental health issues</p> <p>Family involvement/ participation and dynamics</p> <p>Bereavement/stress issues</p> <p>Activities</p> <p>Dementia care</p>	<p>Responsibility & expectations of referral agencies</p> <p>Mental health resources</p> <p>Ombudsman</p> <p>Adult Protective Services</p> <p>Other resources</p>	<p>Understanding the client needs</p> <ul style="list-style-type: none"> • Nutrition • Assisting with ADLs • Health conditions • Aging process <p>Individual health care needs</p> <ul style="list-style-type: none"> • Dental • Vision • Podiatry • Hearing • Physical limitations • Hospice care/end of life issues <p>Sexuality in the aging adult</p> <p>Nutritional support</p>	<p>Administration of medication</p> <ul style="list-style-type: none"> • Technical aspects <p>Regulatory requirements:</p> <ul style="list-style-type: none"> • Storage • Documentation • Disposal <p>Role of medications in treatment plan, including typical interactions & staff's role</p> <p>Communication with pharmacists, MDs</p> <p>Drug interaction/ pharmacodynamics</p> <p>Common medications:</p> <ul style="list-style-type: none"> • Infection control • Seizure disorder • Psychotropic <p>Client advocacy related to medication use</p> <p>Medi-Cal</p> <p>Medical/dental funding</p>	<p>Program Statement</p> <p>Allowable vs. prohibited conditions/ IMS</p> <p>Appraisals:</p> <ul style="list-style-type: none"> • Pre-admission • Physician's report • Functional • Social • Ongoing <p>Needs and services plan:</p> <ul style="list-style-type: none"> • Development • Review <p>Charting and documentation</p> <p>Admission agreements</p> <p>Adult Protective Services/emergency placement</p> <p>Incidental medical services</p> <ul style="list-style-type: none"> • Allowable • Restricted • Prohibited <p>Client satisfaction</p> <p>Contract compliance</p> <p>Age exceptions</p> <p>Relocation/eviction</p>	<p>Overview of Alzheimer's Disease and dementia</p> <p>Understanding dementia-related behaviors</p> <p>Communications</p> <p>Personal care</p> <p>Medications</p> <p>Environment/ physical plant</p> <p>Individualized Service Plan (ISP)</p>

Group Home (GH) 40-Hour Initial Certification
**Core of Knowledge Guideline*

6-Hours	4-Hours	4-Hours	4-Hours	4-Hours	2-Hours	6-Hours	6-Hours	4-Hours
LAW & REGULATIONS	BUSINESS OPERATIONS	MANAGEMENT/ SUPERVISION OF STAFF	PSYCH/SOCIAL & EDUCATION NEEDS	COMMUNITY & SUPPORT SERVICES	PHYSICAL NEEDS	MEDICATION	ADMISSION & ASSESSMENT RETENTION	EMERGENCY INTERVENT. NON-VIOLENT
Health and Safety Code 1522.41 Regulations Title 22, Div. 6, Chapter 1 & 6 <ul style="list-style-type: none"> • Administrative responsibility/ accountability • Mandated reporting • Confidentiality • Personal rights • Complaint procedures State Fire Code Regulations <ul style="list-style-type: none"> • R2 Occupancies Physical Plant Clear understanding of rate calculations Non-profit law W&I Code 300/600/632	Liability issues Budgeting and fiscal documentation Monitoring of ongoing operations Funding sources Overview of labor laws Marketing a facility Rate setting/record keeping Other agencies <ul style="list-style-type: none"> • IRS • EDD • INS Contract compliance Audits: <ul style="list-style-type: none"> • Program • Financial Accounting & tax filing requirements Fund raising: <ul style="list-style-type: none"> • What's legal? • Audits • How to mix with other funds 	Staffing requirement/ratio Hiring practices: <ul style="list-style-type: none"> • Criminal background requirements • Use of volunteers/ interns • EEO requirements • General requirements • Other issues • Job descriptions • Federal/state requirements Employee performance evaluations Personnel policy manual Admin/staff training requirements <ul style="list-style-type: none"> • First Aid • CPR • Water safety • OSHA • Illness/injury and violence prevention plan • Duties/responsibility of staff • Employer responsibility/ requirements • Staffing patterns 	Identifying characteristics and special needs of client population Family involvement/ participation and dynamics Bereavement/stress issues Activities Education: <ul style="list-style-type: none"> • General requirements • Understanding of special education • Administrator responsibilities • Assessment • Educational choices 	Responsibility & expectations of referral agencies Overview of courts, welfare, probation, mental health Mental health managed care Parental relationships: <ul style="list-style-type: none"> • Extended family • Siblings • Caregiver Collaboration/role with: <ul style="list-style-type: none"> • Police • Fire Dept. • Sheriff • Emergency medical response teams • Business sector Other resources	OSHA requirements Illness/injury plan Disaster plan Food Managed Care Recreation Community integration CCL physical plant requirements	Administration of medication <ul style="list-style-type: none"> • Technical aspects Regulatory requirements: <ul style="list-style-type: none"> • Storage • Documentation • Disposal Role of medications in treatment plan, including typical interactions & staff's role Communication with pharmacists, MDs Drug interaction/ pharmacodynamics Common medications: <ul style="list-style-type: none"> • Infection control • Seizure disorder • Psychotropic Medi-Cal Medical/dental funding	Program Statement Allowable vs. prohibited conditions/ IMS Needs and services plan: <ul style="list-style-type: none"> • Development • Review Charting and documentation Admission agreements Termination Graduation Emancipation: Independent living Transition housing Discharge/after care Client satisfaction Program outcome Age exceptions	Special incident reporting 5150 Overview of behavior: <ul style="list-style-type: none"> • Management systems • Modifications Emergency intervention regulations Other resources

COURSE OUTLINE SAMPLE

Aging and Elder Abuse

I. Instructors:

- A. Mary Smith, MSN, RN, CS, Psychiatric Liaison
- B. John Doe, L.C.S.W., Clinical Social Worker (Please see enclosed resumes.)

II. Course Description:

This six-hour course meets requirements toward the 40-hour recertification program required for board and care operators. Presenters will discuss the normal psychodynamic aspects of aging, including particular issues relevant to the board and care resident's social environment. In discussing cognitive impairment, they will focus on the confused older adult with concomitant mental illness and appropriate intervention to maintain a safe board and care environment. The second part of the course will focus on definitions of elder abuse, how to recognize warning signs of elder abuse, and reporting laws.

III. Course Objectives:

- By the end of the course, participants will be able to:
- Identify normative changes, which are part of the middle and older adult's aging process.
- Describe how the aging process may alter the mentally ill resident's psychosocial presentation.
- List behaviors that would indicate that a resident is experiencing delirium or dementia.
- Describe at least 3 environmental and 3 interpersonal interventions to ensure safety and reduce problem behaviors for these residents with cognitive impairment.
- Describe what elder abuse is
- Identify warning signs for each type of abuse.
- Describe some characteristics of both abusers and victims.
- State reporting laws and procedures.

IV. Teaching Methods:

Teaching methods include didactic presentation with the use of overheads and slides as visual aids, and a video tape as well as group discussion. There will be several question and answer periods involving case examples. Handouts will be given to participants for their use in class as well as afterwards.

COURSE OUTLINE SAMPLE

V. Course Content:

(Opening Activities 8:00 to 8:15 a.m.)

- A. Introduction of Program (Presenters)
1. Introduction of Continuing Education Program
 2. Introduction of presenters

- B. Course Overview
(Part I 8:15 to 10:00 a.m.)

- C. Middle and Older Adult Years (Mary Smith)
1. Normal phase of life issues
 2. Normal cognitive changes
 3. Coping mechanisms

(Part II 10:00 to 10:30 a.m.)

- D. Aging and Mental Illness: Related Behaviors (Mary Smith)
1. The paranoia continues
 2. Pseudo Hallucinations

- E. The Resident who is Cognitively Impaired (Mary Smith)
1. Delirium vs. Dementia
 2. Mood and personality changes
 3. Loss of executive functions
 4. Behavioral responses related to impairments
 5. Excerpts for Driving Miss Daisy and discussion
 6. Interventions
 - a. Environment – Reordering the residents physical space
 - b. Interpersonal – Sequencing steps, shaping behaviors and providing constancy in social contacts

BREAK 10:30 to 10:45

(Part III- 10:45 to 12:45)

- A. DEFINITIONS OF ELDER ABUSE (John Doe)
1. Elder and dependent adult as defined by W&I Code
 2. Types of abuse
 - A. Physical abuse
 - B. Emotional or Psychological abuse
 - C. Neglect
 - D. Abandonment

COURSE OUTLINE SAMPLE

- E. Financial or Material exploitation
- F. Self neglect

B. EXTENT OF THE PROBLEM (John Doe)

1. Description of the 1996 National Elder Abuse Incidence Study (NEAIS)
 - A. Overview of results
 - B. Reported vs. non-reported rates of abuse
 - C. Frequency for each type of abuse
 - D. Characteristics of Victims
 - E. Characteristics of Abusers
 - F. Why does elder abuse occur?
 - G. Unanswered questions and future research

BREAK 12:45 to 1:00 p.m.

(Part IV- 1:00 to 1:30 p.m.)

C. WARNING SIGNS OF ABUSE (John Doe)

1. Signs of Physical abuse
2. Signs of Neglect
3. Signs of Fiscal abuse
4. Signs of Abandonment
5. Signs of Sexual abuse
6. Signs of Self-neglect

D REPORTING LAWS (John Doe)

1. W&I 5654
2. Mandated reporters
3. Reporting procedures
4. Local resources, i.e. AAA, FAST team, APS

E. CASE EXAMPLES AND DISCUSSION (John Doe)

(PART V 1:30 TO 2:00 p.m.)

F. SUMMATION WITH QUESTION AND ANSWER PERIOD (Presenters)

G. POST-TEST AND EVALUATION (Presenters)

COURSE OUTLINE SAMPLE

VI. Method of Course Evaluation by Participants:

At the end of the course, participants will have the opportunity to evaluate the course as a whole, as well as the individual instructors. Please see the enclosed evaluation sheet.

VII. Method of Evaluating Participants:

Participants learning will be assessed through the use of a pre- and post-test. The quiz will be distributed at registration and participants will be asked to complete it prior to the start of the course sessions. Following the didactic course presentations, participants will be asked to complete the post-test. A discussion will then be held regarding participants' responses. Please see the enclosed assessment form.

VIII. Records Maintained:

1. Copies of course outlines
2. Course handouts
3. Copies of course overheads
4. Course sign-in sheets
5. Course evaluations and pre-and –post tests
6. Advertisements for course
7. Course approvals

IX. Location Area of Course:

General Hospital, San Francisco, CA