

**OFFICIAL STATE CABINET AGENCY RESPONSE TO THE PERFORMANCE AUDIT ON I- 1163:
LONG-TERM CARE WORKER CERTIFICATION REQUIREMENTS 2016**

AUGUST 2, 2016

This coordinated management response to the State Auditor’s Office (SAO) performance audit report received July 14, 2016, is provided by the Office of Financial Management, Department of Health (DOH), and Department of Social and Health Services (DSHS).

SAO PERFORMANCE AUDIT OBJECTIVES:

The SAO designed the audit to assess how successful DOH and DSHS efforts to improve certification completion rates have been and if previous recommendations have been implemented.

1. What progress have DOH and DSHS made in identifying barriers to certification?
 2. Have the certification completion rates among home care aide applicants increased since the last audit?
 3. Has DSHS implemented our recommendations regarding the monitoring of adult family homes?
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SAO Conclusion: More people have become certified home care aides; however, completion rates remain about the same as our previous audit at 56 percent.

SAO Finding: More work may need to be done by DSHS and DOH to address barriers applicants face to become certified.

SAO Recommendation: DSHS and DOH continue to work to identify and address barriers to home care aide certification.

STATE RESPONSE: DOH and DSHS agree with the recommendation and will continue to work closely together and with other stakeholders to identify and address barriers to home care aide certification.

Action Steps and Time Frame

- The agencies will continue to work together and with other interested parties. *Ongoing.*
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