

Cabinet and Governor Appointed Agencies' Performance Audit Action Item(s) & Status

I-1163: Long-term Care Worker Certification Requirements 2016

(See also [cabinet agency response](#) for full context to Washington State Auditor's Office (SAO) [report](#), August 2016)

The Departments of Health (DOH) and Social and Health Services (DSHS) were audited for this performance audit.

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 Issues Summary:

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

SAO Recommendations (Rec) Summary:

1. DSHS and DOH continue to work to identify and address barriers to home care aide certification.

The table below shows the current status of action items the agency initiated to address issues identified in the performance audit report. Please see the [cabinet agency response](#) for additional context and any additional steps already taken.

For an explanation of the columns below, [see the legend](#).

Issue/ Rec	Status	Action Steps	Lead Agency	Due Date	Current Resources ?	Budget Impact?	Legislation Required?	Notes
Rec 1	Completed	Continue to work closely together and with other stakeholders to identify and address barriers to home care aide certification.	DOH	On-going	Y	N	N	3/18 update: OCS continues to work with other stakeholders on process improvement efforts. Meeting with DSHS and the SEIU Training Partnership at least monthly.
Rec 1	Completed	Continue to work closely together and with other stakeholders to identify and address barriers to home care aide certification.	DSHS	On-going	Y	N	N	7/17 update: The Training Partnership has changed how they are working with Limited English Proficiency (LEP) students to determine what class they should attend. Instead of asking "What is your primary language?" they are now asking "what language do you speak at home?" and what language do you read in?" They found that when they asked "What is your primary language" that the student thought since they were living in the USA that they had to say English. They believe this new approach may be more

Issue/ Rec	Status	Action Steps	Lead Agency	Due Date	Current Resources ?	Budget Impact?	Legislation Required?	Notes
								<p>effective in getting the student into the right course for better success. They have also mapped the learning journey for the LEP learner to identify pain points and opportunities for improvement and are providing this to agency employers to use as a resource. Due to increased demand DOH and Prometric are now offering the exam in Amharic.</p> <p>DSHS has updated the check list for Individual providers and all employers to emphasis that HCA applicants should take the first exam that Prometric offers them. DSHS had two meetings with our community instructors to reinforce their use of the check list as well to make sure that their students understand all the steps to becoming certified as a Home Care Aide. The Training Partnership is also continuing to train their in house instructors and their subcontractors on how to use the checklist to make sure they inform their students of all the required steps and timelines accurately and effectively.</p> <p>The check list for Individual Providers and all other employers has been updated to reinforce the requirement to apply for the HCA credential through DOH within 14 days of hire and to register for training within this same 14 days of hire as well as to take the first exam Prometric offers the candidate once they have completed training to increase the likelihood of passing the</p>

Issue/ Rec	Status	Action Steps	Lead Agency	Due Date	Current Resources ?	Budget Impact?	Legislation Required?	Notes
								<p>knowledge and skills portion of the exam. This also should assist candidates to obtaining training and their Home Care Aide Credential within their deadline.</p> <p>DSHS has over 172 community instructors that offer the 75 hour training across the state at multiple locations and flexible time frames to accommodate their student's needs. We do not hear complaints about training from community instructors. The Training Partnership is currently offering a new class starting every week of the calendar year exempt Christmas in King County to accommodate demand. They are also offering multiple weekend options and are also offering a course that will occur over 4 weeks instead of the usual 2 week time period, where one week the class is in the morning and the next week the class is in the afternoon.</p>