



## STATE OF WASHINGTON

August 2, 2016

The Honorable Troy Kelley  
Washington State Auditor  
P.O. Box 40021  
Olympia, WA 98504-0021

Dear Auditor Kelley:

Thank you for the opportunity to review and respond to the State Auditor's Office (SAO) performance audit report on I-1163: Long-Term Care Worker Certification Requirements 2016. The Office of Financial Management worked with the Department of Health and Department of Social and Health Services to provide this coordinated response.

We appreciate the recognition of the State Auditor's Office of the significant efforts the agencies have made and continue to make since the last audit, including sharing data to identify trends and monitor progress, helping applicants with limited English proficiency, streamlining applications and lowering exam passing scores.

Identifying and removing barriers to certification, to the extent we are able, continues to be a primary objective. We look forward to reviewing additional recommendations that may come with the SAO's performance audit examining barriers to certification that is due later this year.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Schumacher".

David Schumacher, Director  
Office of Financial Management

A handwritten signature in black ink, appearing to read "Patricia K. Lashway".

Patricia K. Lashway, Secretary  
Department of Social & Health Services

A handwritten signature in black ink, appearing to read "John Wiesman".

John Wiesman, DrPH, MPH  
Secretary of Health  
Department of Health

cc: David Postman, Chief of Staff, Office of the Governor  
Kelly Wicker, Deputy Chief of Staff, Office of the Governor  
Miguel Pérez-Gibson, Executive Director of Legislative Affairs, Office of the Governor  
Matt Steuerwalt, Executive Director of Policy  
Tracy Guerin, Deputy Director, Office of Financial Management  
Wendy Korthuis-Smith, Director, Results Washington, Office of the Governor  
Tammy Firkins, Performance Audit Liaison, Results Washington, Office of the Governor

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

AUGUST 2, 2016

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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).

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**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.

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**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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