



STATE OF WASHINGTON

June 14, 2024

Honorable Pat McCarthy
Washington State Auditor
P.O. Box 40021
Olympia, WA 98504-0021

Dear Auditor McCarthy:

Thank you for the opportunity to review the State Auditor's Office (SAO) performance audit report, *I-1163: Following up on selected issues from previous audits.* The Department of Health (DOH), Department of Social and Health Services (DSHS), and Office of Financial Management provide this response.

Home care aide workers provide essential care for people needing assistance with fundamental personal care needs due to age or disability. DOH and DSHS continue to improve their programs and safeguards to ensure workers have the skills to provide dignified, person-centered care for Washingtonians in need.

We appreciate the SAO revisiting its previous performance audits on this topic. This report acknowledges some of our ongoing efforts and improvements in the training and certification processes for long-term, in-home care workers.

We recognize that traveling to testing sites can be a challenge for some applicants. We appreciate the report acknowledging the actions that agencies have taken to ease travel burdens for applicants. DOH continues to lead efforts with its partners — DSHS, the Training Partnership, and Prometric — to find sustainable ways to make the process easier.

The Training Partnership is piloting a Prometric exam site at one of its training locations which could reduce travel for some applicants. However, the system involves a complex network of training providers and more information is needed. DOH also created a workgroup to investigate piloting the incorporation of the exam into training at one or two in-facility training sites. These sites would no longer use Prometric as an exam provider.

Thank you again for your work on this audit. We will continue to work together on viable improvements.

Sincerely,

David Schumacher
Director
Office of Financial Management

Umair Shah, MD, MPH
Secretary
Department of Health

Gilma Meneses
Secretary
Department of Social and Health Services

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