



**Long-Term Care Foundation**

of Washington State

## **Pilot Program Overview FAQs**

### **Q: Can you explain what the Pilot Program is?**

**A:** The Pilot Program helps assist eligible adult family homes to recruit, train, and retain new qualified long-term care workers. The Pilot Program helps to provide a sponsorship benefit to cover the cost of the training necessary for your caregivers to become a certified long-term care worker and an opportunity to further career development. You can find more information and download the Pilot Program applications under the Training section on our website at [www.longtermcarefoundationwa.org/pilot-program](http://www.longtermcarefoundationwa.org/pilot-program).

### **Q: How do I know if I am eligible to participate in the Pilot Program?**

**A:** Only Medicaid-contracted adult family homes can participate in the Pilot Program.

### **Q: What if I don't have someone to sponsor for the Pilot Program?**

**A:** For eligible adult family homes looking to hire caregivers to sponsor into the Pilot Program, there is recruitment assistance available.

### **Q: Can I sponsor more than one person through the Pilot Program?**

**A:** Yes, you can sponsor more than one person through the Pilot Program. Please note this may change in the future depending on the availability of funds.

### **Q: How long does it take for my AFH Sponsorship Application to be approved?**

**A:** Please give us up to 3 business days to process your application. We will always process your application as soon as possible.

### **Q: How long does the sponsored individual need to work for me?**

**A:** We don't have any specific time periods for how long a sponsored individual has to work for an AFH.

*Q&A continues on next page*



---

## Long-Term Care Foundation

---

of Washington State

### **Q: Can you please explain the Pilot Program reimbursement process?**

#### **A: Pilot Program Reimbursements for Providers:**

The student or provider can let us know once training is complete. The LTCF staff will verify that the DOH application was sent in to start the certification process.

Once we can verify training is complete and the DOH application was sent in, then we may begin the reimbursement process.

The LTCF reimburses for completion of training hours as well as the cost of application/testing fees to providers if students were working at the AFH during this time or if the students were taking training on their own time with no interruption of work time.

We will send a copy of the reimbursement invoice to the student and provider to verify that the hours, address, and amounts are correct. On the invoice, you will see the reimbursement rate is \$20 per hour. Once the provider approves the invoice, we can mail a check to the adult family home, and the provider may distribute the funds accordingly.

#### **Trainings that will qualify for reimbursement:**

HCA + application/testing fees

CNA + application/testing fees

### **Q: Do I have to have a membership with the Long-Term Care Foundation to be eligible for the Pilot Program?**

**A:** The Long-Term Care Foundation is not a membership organization.

### **Q: May I work before I receive a home care aide certification?**

**A:** Yes, once you have completed two hours of orientation and three hours of safety training approved by the Department of Social and Health Services, you may begin working. You must have 75 hours of DSHS-approved training within 120 days of your date of hire or you must stop working. You must have your home care aide certification within 200 days of your date of hire or you must stop working.

*Q&A continues on next page*



---

## Long-Term Care Foundation

---

of Washington State

### **Q: May I apply for a home care aide certification if I am exempt?**

**A:** Yes, exempt long-term care workers may choose to apply for a home care aide certification.

Long-term care workers who have certified nursing assistant, licensed practical nurse, registered nurse, or advanced registered nurse practitioner licenses, or who are exempt because they worked between January 1, 2011, and January 6, 2012, will not be required to submit verification of training but must meet all other certification requirements. Other exempt workers may need to complete training to qualify for a home care aide certification.

All exempt workers are required to meet all certification requirements, which include passing the certification examination, and submission to a state and federal background check through the Department of Social and Health Services. The Department of Health may require its own background check for workers seeking to qualify for a home care aide certification.

### **Q: How do long-term care workers who are employed between January 1, 2011, and January 6, 2012, (or their employers) prove they are exempt from the home care aide certification?**

**A:** The long-term care workers and their employers should have a letter from the employers who employed them between January 1, 2011, and January 6, 2012.

The letter should include the following:

- Date of hire
- Last day of work, if applicable
- Job title and job description
- A description of the training required on the date of hire and verification that the training was completed. If the worker received a certificate of completion for the training, a copy of the certificate will be required. Individual providers paid by DSHS may use proof of employment from DSHS or the client.

The employment verification form in the [application packet](#) may be used in place of a letter

### **Q: I have questions about the home care application and would like to speak with someone before I submit it. Whom may I contact?**

**A:** You may contact the Department of Health home care aide credentialing unit at 360-236-2700.



## Long-Term Care Foundation

of Washington State

### **Q: Who is required to get an OCA (originating case agency number) and how do I get an OCA number?**

**A:** All long-term care workers must submit to a state and federal background check through the Department of Social and Health Services (DSHS). If you are an individual provider, an OCA number will be generated on the Fingerprint appointment form you get at contracting. If you work for an agency or facility, you will complete a name and date of birth background check through your employer. An OCA number is generated from this background check. The Department of Health will require the OCA number associated with the fingerprint background check on the home care aide certification application. Employers can find the DSHS background forms on the [Background Check website](#). If you are not currently working, you will not be able to obtain the DSHS background check, and the Department of Health may require its own background check.

### **Q: How do I apply for the home care aide examination?**

**A:** You automatically apply for the examination when you apply for home care aide certification. The application asks for specific examination information that is required. The Department of Health will send your authorization to test to the examination vendor, Prometric, once you have completed training and submitted all required documentation.

**Please note:** Prometric **will not** schedule you for the exam without an email address.

- If you have questions about your application, contact the Department of Health at 360-236-2700.
- If you have questions about what to expect on test day or related issues, contact Prometric at [wahca@prometric.com](mailto:wahca@prometric.com) or 800-324-4689.

### **Q: How will I know where and when to take the examination?**

**A:** You will receive an "Admission to Test" email from Prometric, which will include the date, time, and place of the examination. Once you receive the exam date from Prometric, it's very important to take the exam on your scheduled exam date. After you have completed the examination, Prometric will send the examination results to the Department of Health.

### **Q: Where can I find more information about the examination?**

**A:** Review all the information on the [Prometric website](#). Read all the information in the [Candidate Information Booklet \(PDF\)](#). You will also find links to examination preparation materials as well as a listing of the [Washington test sites](#).



---

## Long-Term Care Foundation

---

of Washington State

### **Q: How do I register to retest?**

**A:** All retesting will need to be scheduled through Prometric. Please see the [Prometric website](#) for more information.

### **Q: How do I request testing accommodations or an individual interpreter?**

**A:** Print and complete the [Testing Accommodations Request packet \(PDF\)](#) and submit it directly to Prometric. Please see the Prometric website for more information. Individual interpreters are available only for languages that are not currently offered. Languages that are offered include Amharic, Arabic, Simplified Chinese (written) and Cantonese (spoken), Khmer, Korean, Laotian, Russian, Samoan, Spanish, Somali, Tagalog, Ukrainian, and Vietnamese.

### **Q: Where do I find more information about On-The-Job Skills Training for Home Care Aide Certification?**

**A:** Please visit the link below to find out more information about on-the-job training and how you can apply to teach staff in your home.

<https://www.dshs.wa.gov/altsa/home-and-community-services/job-skills-training-facilities-home-care-aide-certification>

### **Q: I have a NAC license in another state. What do I need to do to make my NAC license active in Washington State?**

**A:** If your NAC license is current in another state, then you can complete the reactivation application form and submit proof of license verification from the other state.

<https://doh.wa.gov/sites/default/files/legacy/Documents/Pubs/667039.pdf?uid=637666a86a1b5>



---

## Long-Term Care Foundation

---

of Washington State

### **Q: Resources for HCA?**

**A:** Step by step guide: Test Preparation

<https://www.prometric.com/test-takers/search/wadoh>

Home Care Aide Application

<https://doh.wa.gov/sites/default/files/legacy/Documents/Pubs//675002.pdf>

Practice Test Questions

<https://www.prometric.com/test-takers/search/wadoh/practice-exams>

Online Application/Process

<https://doh.wa.gov/licenses-permits-and-certificates/professions-new-renew-or-update/online-licensing>

### **Q: Resources for CNA?**

**A:** CNA Application

<https://doh.wa.gov/sites/default/files/legacy/Documents/Pubs/667039.pdf?uid=637ba4785420a>

Credentia Candidate Handbook

<https://credentia.com/storage/handbooks/wa-handbook.pdf>

Credentia Candidate Registration Quick Reference Guide

<https://credentia.com/storage/registration/WA-Candidate-Registration-ORG-v2.0.pdf>

Online Application/Process

<https://doh.wa.gov/licenses-permits-and-certificates/professions-new-renew-or-update/online-licensing>