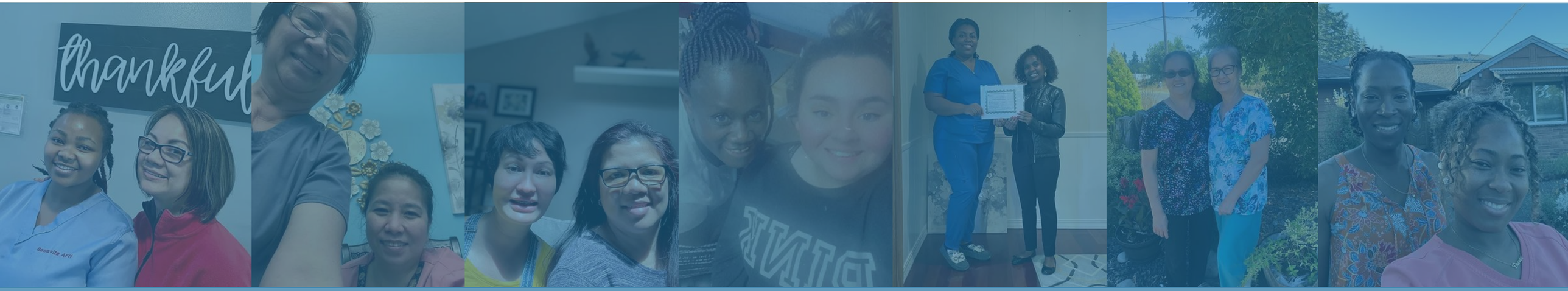
Long-Term Care Foundation

of Washington State

ADULT FAMILY HOME TRAINING NETWORK

Orientation

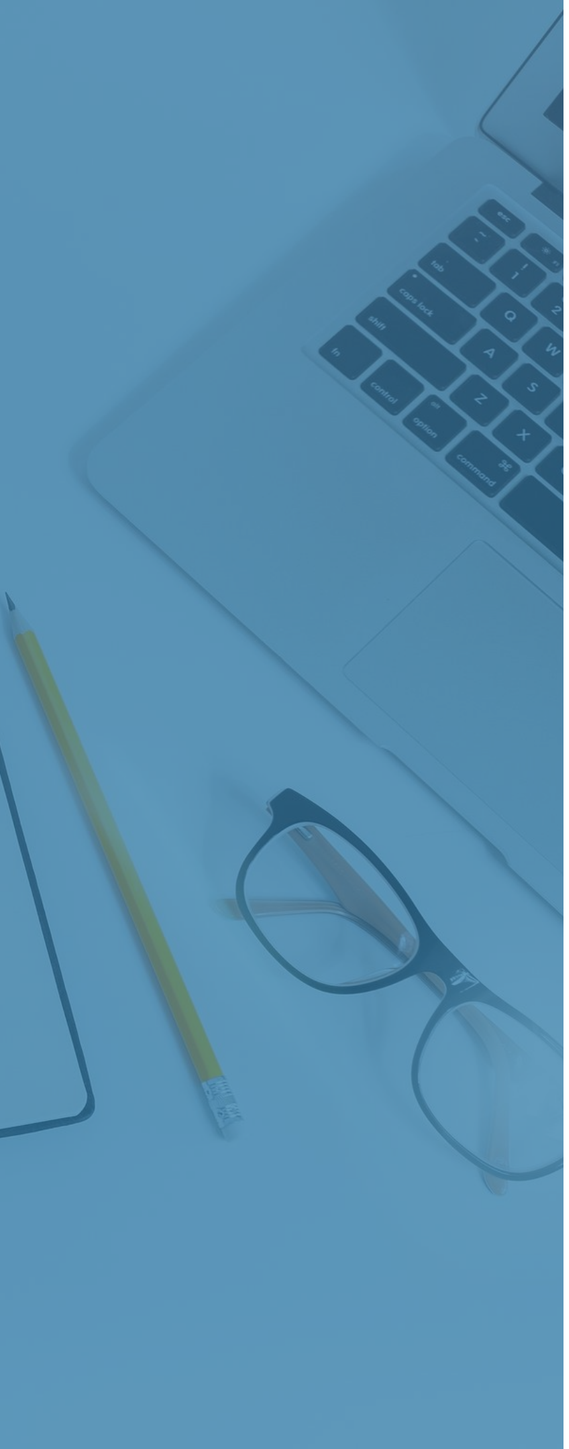


Purpose of Orientation

- This orientation is designed to provide you and your sponsored individuals with the information needed for success in this program.
- AFH owners and/or designated contacts must attend this orientation at least once per year as a refresher.
- **Important:** Please stay until the end. Attendance is tracked, and we can see how long someone has been in attendance.
- Ensure you are logged in under your name for proper tracking.

CEU Information

- CEUs are not provided for this orientation, as it is mandatory for program participation
- Other CEU opportunities are available through additional training we offer.



LEARNING OBJECTIVES

- What is the Adult Family Home Training Network?
- Where can you find more information about the AFHTN on the LTCF's website?
- How does the online application process work?
- How does the stipend process work?
- What should you expect from email communications?
- When and how do you request a Prometric voucher for testing?
- What resources are available and important updates to be aware of.

WHAT IS THE AFH TRAINING NETWORK?

- The AFH Training Network assists eligible (Medicaid-contracted) adult family homes with recruiting, training, and retaining new qualified long-term care workers.

- The AFH Training Network provides a sponsorship benefit to cover the cost of training for caregivers in adult family homes to become certified long-term care workers as well as opportunities to further long-term care worker development.

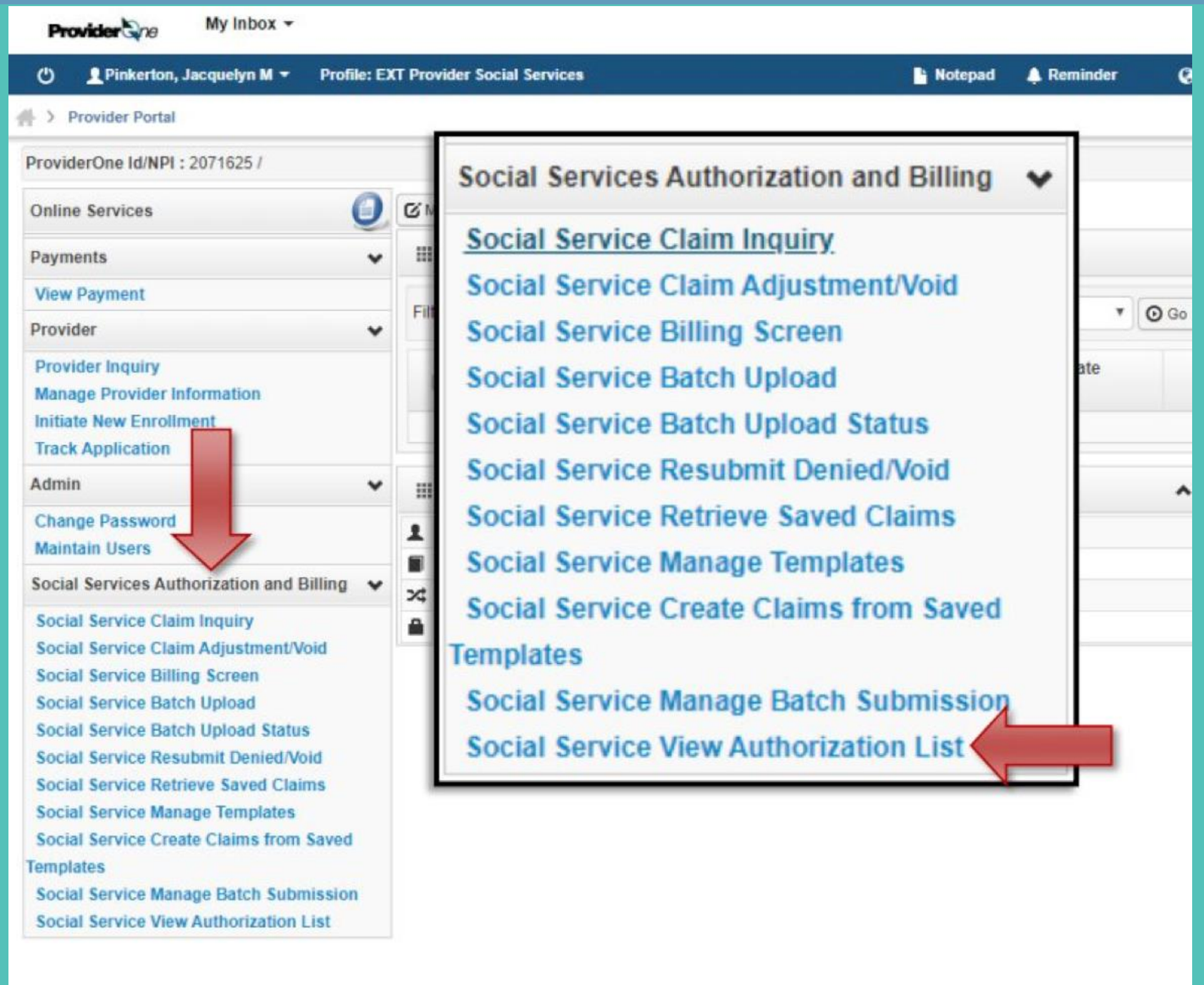
TRAININGS WE PAY FOR

- **Home Care Aide/75-hour Training** (may qualify for stipend)
- **CNA also known as NAC** (may qualify for stipend)
- **HCA to CNA Bridge Program**
- **AFH Administrator Training** (must have an active HCA license)
- **Specialty Training**
  - Dementia
  - Mental Health
  - Nurse Delegation
  - Nurse Delegation with a special focus on Diabetes
- **CPR/First Aid** (Initial Only, NO renewals)
- **HCA Pre-Prometric Test Refresher**

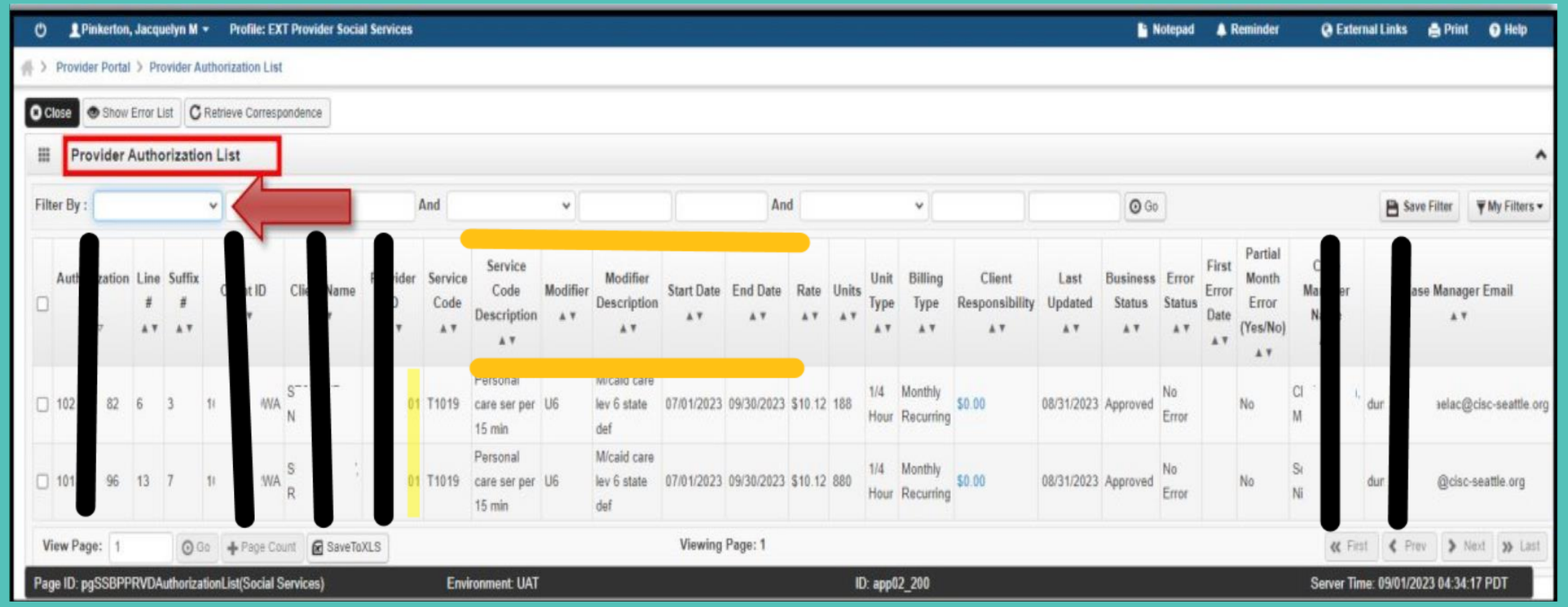
ELIGIBILITY REQUIREMENTS FOR ADULT FAMILY HOMES

- **Medicaid Contract Requirement**
  - Must have a Medicaid contract and **at least once occupied Medicaid bed** at the time of submitted application.
- **For Owners with Multiple Homes**
  - Sponsored individuals must work in a home with a Medicaid contract and an occupied Medicaid bed at the time of submitted application.
- **Work Requirement**
  - Sponsored individuals must have worked **at least 40 hours** at the sponsoring AFH before application approval.
- **Application Submission**
  - A government-issued photo ID is required.

SOCIAL SERVICE AUTHORIZATION LIST



SOCIAL SERVICE AUTHORIZATION LIST



- https://www.hca.wa.gov/assets/billers-and-providers/Viewing-Authorization-List.pdf

LANGUAGE ACCESS SUPPORT

On **August 12, 2024**, we began accepting applications for our **Language Access Support Pilot Program** to connect AFH owners and sponsored individuals in our Training Network with approved **community instructors** to work with them in their preferred languages throughout the training process for **trainings required for HCA Certification**.

Language access support will be available in:

- Amharic
- French
- Romanian
- Russian
- Spanish
- Somali
- Swahili
- Tagalog

If you have questions and for further information, please contact

Cassheina Murray
Recruiting & Language Access Support Specialist; cassheina@ltcfwa.org

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Adult Family Home Training Network (AFHTN) Sponsorship Checklist & Enrollment Guide

AFHTN Checklist

AFH owners and/or designated contacts **must attend** an AFHTN orientation **before** we can process an application for their sponsored individuals. Attendance is required once per year as a refresher, as program updates occur periodically.

.https://www.longtermcarefoundationwa.org/events

Step-by-Step Guide to Enrollment

Step 1: Complete the Online Application

- Visit: Long-Term Care Foundation Training Network
- Or access the application directly: Online Application

Step 2: Application Processing

- After submission and orientation attendance, allow up to **three business days** for processing.
- LTCF staff will review the application and follow up with confirmation and next-step instructions.

Step 3: ProviderOne Authorization Verification

- Submit your **ProviderOne Authorization List** to verify Medicaid resident occupancy status. Additional information will be provided on how to do this.

Step 4: Confirmation Email

- If approved, your sponsored individual will receive a confirmation email with i**mportant instructions** requiring a response from them.

Step 5: Registration Process

- After the sponsored individual confirms, LTCF staff will proceed with registration based on the selected training school.

Step 6: Training School Instructions

- Once registered, **LTCF staff** will email you and the sponsored individual **confirmation of completed registration**.
- The sponsored individual will also receive an email or phone call from the **training school**, which will provide details on:
  - Online login instructions
  - Class schedules
  - Required supplies

Step 7: Attendance & Participation

- Sponsored individuals must **attend classes on time** and actively participate.

Step 8: Check-in & Status Updates

- AFH owners or designated contacts will receive **check-in emails and/or notifications** from the Long-Term Care Foundation.
- Please **respond promptly** and update the individual's **progress/status** in the online application portal.

Step 9: Reporting Status Changes

- Notify us of any changes, including:
  - Dropout or termination
  - Training completion
  - Certification obtained
  - Challenges in training
  - DOH application submission date

Step 10: Training Completion & Documentation

- Once training is completed, **send or upload** the **certificate of completion** provided by the training school as proof that the training has been finished.
- Ensure that your sponsored individual's training and employment status is updated.
- If you send any documentation to LTCF staff, we will update accounts accordingly on your behalf.

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Step 11: Stipend Process

- Once a sponsored individual has completed CNA or HCA training, you may be eligible for a stipend. This applies if the sponsoring AFH paid the sponsored individual for completing course hours at their current rate of pay while actively in training **or if** the AFH plans to use the stipend as a bonus to reward the caregiver for completing their training and starting the certification process.

Using the Stipend
There are two ways to use the stipend:

Option 1: Reimbursement
If the AFH pays the sponsored individual for training hours, the stipend reimburses this cost. Payment should be based on their hourly wage and total course hours (e.g., 75 hours for HCA training, 108+ for CNA training). Payments can be made bi-weekly, monthly, or as the training progresses. This covers only course hours, separate from regular work hours.

Option 2: Bonus
If the AFH did not pay the sponsored individual during training, the stipend can be given as a bonus after training is completed and certification is initiated. Ensure payroll deductions are applied before issuing the bonus.

Important: If you are using the stipend as a bonus and the sponsored individual is terminated or leaves before the stipend is disbursed, they forfeit the stipend. However, you may proceed with the stipend request as a reimbursement if the AFH has already compensated the sponsored individual for their course completion hours. If they were not paid for these hours, please do not submit a stipend request.

- To request a stipend, submit:
  - A **photocopy of the certificate of completion**
  - Proof that the **DOH application was submitted**
  - **Any additional required documentation**

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Step 12: Stipend Invoice & Attestation

- Once all required documents are received, LTCF staff will send an **invoice for review and confirmation**.
- You must **attest** that the individual was paid for completing course hours while in training or that you intend to use the stipend as a bonus for training completion and certification initiation.
  - An **AFHTN Stipend Attestation Form** will be provided for this purpose.

Step 13: Prometric Vouchers

- If the individual completed **HCA 75-hour training and has been approved to test with Prometric**, you may request a **Prometric voucher** either between steps 11 and 12 or once they have received approval to test.

BENEFITS PROVIDED

- Eligible adult family homes can apply for benefits under this program to cover the cost of training for new or current employees they agree to sponsor. These sponsored individuals should be committed to completing the program.
- Once a sponsored individual (student) has been selected and enrolled by the Long-Term Care Foundation (LTCF) in a qualifying training program provided by a DSHS- or NCQAC-approved community instructor, LTCF will approve and arrange for direct billing of the tuition and related costs.

STIPEND POLICY

If you have enrolled your sponsored individual in our program, you may qualify for a stipend if that individual was enrolled in either HCA or CNA training!

- The AFHTN offers a stipend as an incentive when a sponsored individual is enrolled in and has completed HCA or CNA training.
- You may be eligible for the stipend if your sponsored individual has completed HCA or CNA training, submitted the DOH application, and completed any other necessary steps in the certification process.
- The AFH owner and/or designated contact can inform the LTCF staff once a student's training is complete. Upon verification of completed training and the submitted DOH application, we can initiate the stipend process and request any other necessary documents.

STIPEND PAYMENT OPTIONS FOR AFH OWNERS

- **Option 1: Reimbursement**
  - If the AFH paid the sponsored individual for their completion of course hours while actively in training.
  - Payment is based on the sponsored individual's current rate of pay.
  - HCA 75-hour training is a total of 75 course hours, CNA course hours can vary by training school program.
- **Option 2: Bonus for sponsored individual**
  - If the AFH cannot pay the sponsored individual for the completion of course hours while in training, they can offer the stipend as **bonus** upon completion of training and certification initiation. If choosing this option, ensure that the payment is processed through proper payroll deductions.
- **Important:**
- The **stipend is not an automatic process** – AFH owners or designated contacts **must request it.**

STIPEND POLICY CONTINUED

To proceed with the stipend process, we will need the following documents:

- **Certificate of completion** for eligible training (HCA or CNA)
  - Proof of DOH application submission
  - For CNA: Proof of state skills exam and registration with Credentia
- **W9 form** (required unless one is already on file)
- **Completed AFHTN Attestation Form** (this will be provided)
- **Employment confirmation**
  - Please confirm if the sponsored individual is still employed at your home. If not, provide an explanation on the attestation form.

STIPEND POLICY CONTINUED

To proceed with the stipend process, we will need the following documents continued:

Stipend Invoice

- We will send a copy of the stipend invoice to the AFH owner for confirmation of the completion of course hours, address, and other amounts.
- The stipend rate is **$24 per hour** for completion of course hours.
- If applicable, we will add application/testing fees, NAR, and Initial CPR/First Aid.
- **After** receiving confirmation and the required documents, your request will be forwarded to Accounts Payable. Once fully processed, a check will be mailed to the address listed on the invoice.

HIGHLIGHT OF AFH TRAINING NETWORK STIPEND BENEFITS

For completion of course hours for HCA or CNA only!

- Stipend rate is $24 per hour
- The stipend can be a reimbursement for the AFH **or** a bonus for the sponsored individual.
- Covers initial CPR/First Aid (please provide a receipt)

Reimburses for the cost of application and testing fees to start the certification process if applicable

- HCA DOH Application $100
- Prometric Exam Fees
  - Knowledge exam $49
  - Skills exam $101
  - DOH will no longer accept exam fees
- DOH Nursing Assistant Application $85
- Nursing Assistant skills exam $100
- Credentia online knowledge exam $55

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Adult Family Home Training Network
Stipend Attestation Form

I, _____ (Name of AFH Owner or Designated Contact), certify that _____ (Name of Sponsored Individual) has been paid for their completion of course hours at their hourly rate for an eligible training program (HCA or CNA) while actively in training or I plan to pay them for those hours after receiving a check from The Long-Term Care Foundation, ensuring that the appropriate payroll deductions are made.

The stipend has two main purposes:

1. To reimburse the AFH owner for any payments made to their sponsored individual for completing course hours (HCA or CNA). This enables the individual to earn money while focusing on the training that can make them a certified long-term care worker.

2. To provide a bonus to the sponsored individual after they complete the eligible training and begin the certification process. Please note that the stipend must be processed through the sponsoring AFH.

Please provide the following information if it applies to you:

- A certificate of completion for the eligible training program (HCA or CNA).

- Proof or confirmation that the application to the Department of Health (DOH) has been submitted.

- For CNA candidates: Most CNA training schools can provide the state skills test; we will verify this with you. We also need to ensure that the sponsored individual is aware that they must schedule the Credentia written exam if they haven't done so already.

- If the sponsored individual is certified, please provide proof of certification.

- A W-9 form is required unless we already have one on file.

- If the sponsored individual has been enrolled in any other training programs, please provide updates.

- Please confirm whether the Sponsored Individual is still working in your home in the comments section. If not, explain the reason. We must keep track of this information and ensure that accounts are updated accordingly.

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Comments:

Please note: If you did not pay your sponsored individual for their completion of course hours while they were actively participating in training, it is the responsibility of the sponsoring Adult Family Home to distribute the funds appropriately once they have been received.

In situations where you are unable to pay your sponsored individual during their qualified training, you can opt to use the stipend as a bonus to reward them after they complete their training and are scheduled for their exams to become a certified CNA or HCA.

If you have any questions about the stipend process, please contact Shereice Brown, Director of Workforce Development, at shereice@ltcfwa.org.

Name of AFH Owner or Designated Contact (please print)

_____

Signature of AFH Owner or Designated Contact

_____

Name of Sponsored Individual (please print) _____

Signature of Sponsored Individual _____

Date _____

Please email the completed form to Shereice Brown at shereice@ltcfwa.org. Thank you!

HOW TO SIGN UP FOR THE AFH TRAINING NETWORK

An eligible adult family home seeking to hire and/or train a worker may apply for acceptance by filling out an online application. This link to the online application can be found on the LTCF website: (www.longtermcarefoundationwa.org).

Online Application Portal Link:

https://sforce.co/3yojV24

AFH TRAINING NETWORK EMAILS & COMMUNICATIONS

What to Expect

- Automated emails will be sent out as follows:
  - 1st notice is sent 37 days after sponsored individual's application is received
  - 2nd notice is sent 30 days after 1st notice if application status is not updated
  - 3rd and final notice will be sent 37 days after the second notice if application status is not updated.
    - This will place a hold on your account and prevent you from submitting further applications until the application statuses in question are updated.

Automated email notifications will come from updateus@ltcfwa.org

PORTAL NOTIFICATIONS & UPDATES

HCA & CNA

We need to follow up with individuals who have been enrolled in HCA or CNA training to confirm their certification status. Your role is crucial in this process, as we must track this information and demonstrate how the funds have been utilized. Updating certification status numbers is the most effective way to achieve this.

The portal notifications serve the following purposes:

- Allow you to update your sponsored individuals' certification status
- Provide reminders of what needs to be updated
- Help LTCF staff receive updated information more easily and promptly
- Ensure you stay current with your account and sponsored individuals

REDUCING BARRIERS FOR HOME CARE AIDES

Worker hired or rehired during the time frame of:	Must complete basic training no later than:	Must be certified no later than:
8/17/2019 to 9/30/2020	1/31/2023	1/31/2024
10/1/2020 to 4/30/2021	4/30/2023	4/30/2024
5/1/2021 to 3/31/2022	7/31/2023	7/31/2024
4/1/2022 to 9/30/2022	10/31/2023	10/31/2024
10/1/2022 to 6/30/2023	11/30/2023	1/31/2025
7/1/2023 to 1/31/2024	Standard Training Requirements - 120 days from hire date	4/30/2025
Beginning 2/1/2024	Standard Training Requirements - 120 days from hire date	Standard certification requirements - 200 days from hire date

IMPORTANT INFORMATION & FAQS

AFH Administrator Training

- We can provide funding for AFH Administrator training as long as the sponsored individual intends to work in the home as a Resident Manager.
- If you wish to sponsor someone for the AFH Administrator training, you must ensure that they meet the requirements outlined in WAC 388-76-10130.
- We do not provide funding for AFH Administrator training for someone who wants to be a provider or entity representative.
- If you submit more than one application for the AFH Administrator training, we will ask you to provide additional information as to why you may need more than one Resident Manager.

HCA to CNA Bridge

- If we provided the funds for your sponsored individual to take the 75-hour HCA training and they become certified, they must wait approximately 3 months before being signed up for the HCA to CNA bridge program. Additionally, they must be certified for at least 3 months while working in the AFH.
- Please remember theses are career development trainings

IMPORTANT INFORMATION & FAQS CONTINUED

Volunteers

- We cannot accept volunteer applications. Only employees who have completed the 40-hour work requirement in the AFH can apply through the portal. The sponsored individual must be employed.

Age Requirements

- Sponsored individuals must be at least 18 years old, but accommodations may be made if they are within one month of turning 18.
- For AFH Administrator training sponsored individuals must be at least 21 years old.

Applies to All Trainings

- We can only fund one training once per person. For example, your sponsored individual takes the CNA training but does not finish it but later after time limit has expired decides they want to take it again. The AFHTN would not be able to pay for it.

HCA & CNA Training

- We do not cover the cost of both HCA training and CNA training for a single individual. They must choose either HCA or CNA training. However, if they complete the HCA 75-hour training and later wish to advance their career, they have the option to take the HCA to CNA bridge program.

IMPORTANT INFORMATION & FAQS CONTINUED

Initial Email

- After reviewing your submitted application for your sponsored individual, we will send an initial email directly to your sponsored individual that will serve as an introduction, give them details about the program, as well as confirmation for the trainings they were signed up for. A response is **required** before your sponsored individual can start training.

Confirmation Email

- The confirmation email will indicate that your sponsored individual has been approved for funding through the Training Network. Please refrain from registering your sponsored individual if they have not been approved or received a confirmation email.

What happens if your sponsored individual starts training without approval?

- The Training Network will not cover any fees associated with the training and the AFH will be liable to pay for the training if proper steps are not followed.

WHAT WE NEED FROM YOU

Please make sure to keep us updated on following:

- Completion of training
- Submission of the DOH application
- Scheduling of the Prometric or Credentia exam
- Any issues encountered with the training school, DOH application submission, Prometric, or Credentia
- Immediate notification if the sponsored individual cannot attend a class or needs to drop out for any reason.

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How to Apply for Home Care Aide Certification

1) **Online Application (Recommended):**
Submit through the Secure Access of Washington (SAW) portal.

2) **Paper Application:**
Ensure the application and Employment Verification form are complete. Include the application fee. https://doh.wa.gov/sites/default/files/legacy/Documents/Pubs/675002.pdf

3) **Check Application Status:**
Visit the Provider Credential Search webpage and search by name. For updates, email hmccreview@doh.wa.gov or call (360) 236-2700 with your pending number.
https://fortress.wa.gov/doh/providercredentialsearch/

4) **Employment Form:**
Must be included with the application. Missing forms delay processing.

5) **Training & Testing Info:**
Essential for Prometric to build your profile. Missing info delays exam approval.
https://www.prometric.com/exams/wadoh (the "important announcement" below is good info as well)

6) **Communication:**
Email is the main contact method. Provide a valid email and check spam/junk folders regularly.

7) **Submitting Additional Items:**
Email items to the credentialing team unless they require a signature/date, then mail them.

Useful links below for AFH owners and staff to know, also letting them know that after they have completed their training, they must take the HCA or CNA state test . The school certificate is not where it ends, they have to have to take a skills and written test to obtain a State License.

Online application in the link below, with a video tutorial.
Apply Online | Washington State Department of Health

https://doh.wa.gov/licenses-permits-and-certificates/professions-new-renew-or-update/home-care-aide/licensing-information

We find that some people are not aware of this accommodation or accidentally skip it on the application.
Home Care Aide Individual Interpreter Program | Washington State Department of Health

HCA PROMETRIC EXAMINATION

Prometric candidates can use the new Registration and Scheduling system (IQT) online portal.

Using this portal, candidates will schedule and pay, if applicable, for their examination fees.

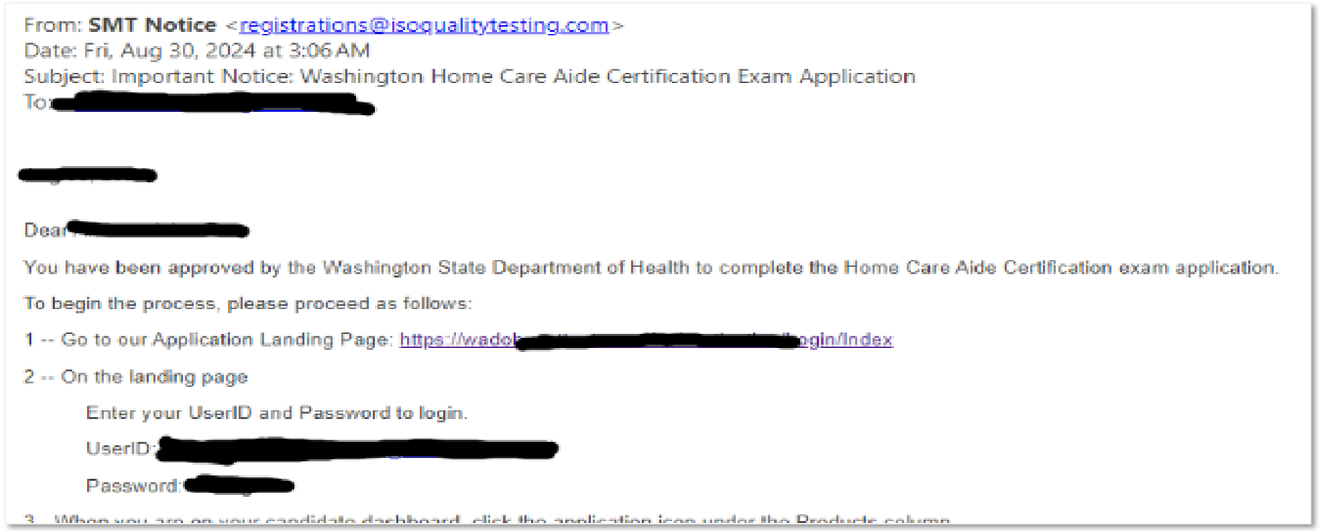
DOH will not accept examination payments.

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

Here is the Candidate Application and Scheduling Guide that will help caregivers and employers or trainers better understand the new process for candidates to self-schedule and self-pay for their exams.

PROMETRIC VOUCHERS

Prometric vouchers are available for sponsored individuals in the Training Network who have submitted their HCA DOH applications and are ready to register and take the Prometric written and knowledge exam.



From: **SMT Notice** <registrations@isoqualitytesting.com>
Date: Fri, Aug 30, 2024 at 3:06 AM
Subject: Important Notice: Washington Home Care Aide Certification Exam Application
To: [redacted]

[redacted]

Dear [redacted]

You have been approved by the Washington State Department of Health to complete the Home Care Aide Certification exam application.

To begin the process, please proceed as follows:

1 -- Go to our Application Landing Page: https://wadoh[redacted]ogin/Index

2 -- On the landing page

Enter your UserID and Password to login.

UserID: [redacted]

Password: [redacted]

3 -- When you are on your candidate dashboard, click the application icon under the Products column

Prometric vouchers are for those who have been sponsored through the AFHTN to take the HCA 75-hour training, and they must have been registered by one of our LTCF staff members to be eligible for a voucher.

Steps for Applying to take the NAC Exam

Step 1: Apply for the Nursing Assistant Certified (NAC) Credential through DOH

- The NAC credential number is needed to take the competency exams
- Use the “Provider Credential Search” tool on the Department of Health website to find your credential number

Step 2: Register for the skills test

- **Option A** (For new nursing assistant graduates or bridge program graduates):
  - Register through the training program
- **Option B** (For others):
  - Register through WABON online scheduling for a regional skills test

Step 3: Register for the Written (or oral) exam

- Only after passing the skills test
- When filling out the written exam application on Credentia, ensure the NAC credential number is correct to avoid delays in processing

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Credentia
NURSE AIDE CREDENTIALING SERVICES

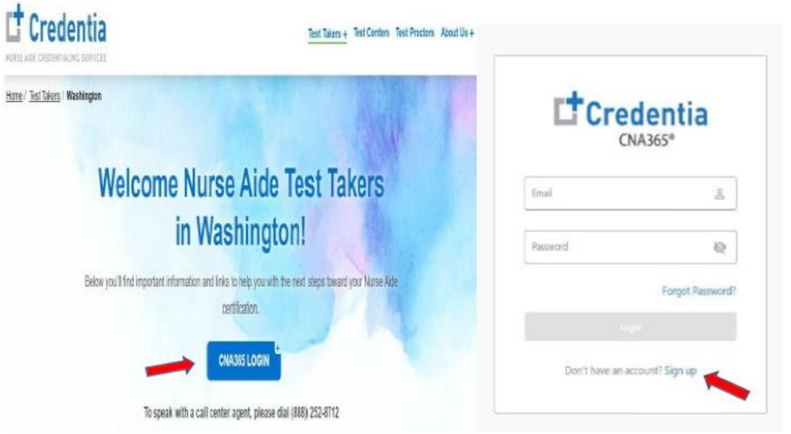
STEPS TO REGISTER FOR THE NNAAP® NURSE AIDE EXAM

STEP 1: Complete the NAC Training Program
Student must complete the state-approved nurse aide training program

STEP 2: Review Candidate Handbook
Your Candidate Handbook is your handy guide to answer all the questions you have about submitting an application, scheduling, taking an exam, getting score results, and much more. Please click link below to access Candidate Handbook: https://credentia.com/storage/wa/WA-Handbook.pdf

STEP 3: Go to Credentia website by clicking on the link: Welcome | Credentia
On the upper right corner, click "Test Takers+" and click Washington on the choices presented.

STEP 3: Create Your CNA365 Account
Create an account with our online CNA365 system to register for testing by clicking the "Sign Up" link on the login page. You will need to submit an application for testing in order to register for exams.



To further help you, here is a detailed, easy to follow REGISTRATION QUICK REFERENCE GUIDE to assist you on the following:

- How to Create a CNA365 Account?
- How to Submit a Testing Application?
- How to Schedule an Exam?

Please click the link to access the REGISTRATION QUICK REFERENCE GUIDE:
https://credentia.com/storage/registration/WA-Candidate-Registration-QRG-v1.0.pdf

CNA Resources

- DOH NAC Online Application: https://doh.wa.gov/licenses-permits-and-certificates/professions-new-renew-or-update/online-licensing
- Candidate Handbook: https://credentia.com/storage/nnaap/NNAAP-Skills-List.pdf
- Practice Online Written Test: https://credentia.com/storage/nnaap/NNAAP-Written-Practice-Exam.pdf
- List of Skills: https://www.youtube.com/watch?v=e1xRcIKlx_w&list=PLb2oVeJojJUrxMiiyAO4A_DBPTJDF-fuF

HCA Resources

- Step by step guide: Test Preparation: https://www.prometric.com/test-takers/search/wadoh
- Home Care Aide Paper Application: https://www.doh.wa.gov/Portals/1/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

Additional Resources

- Schedule of upcoming DSHS Adult Education classes
- Facility Instructor Qualification Requirements
- Community Instructor Qualification Requirements
- Adult Family Homes
- Overview of 75-hour Home Care Aide Training and Certification

TRAINING NETWORK FAQ

You can find the Training Network FAQ under “Resources” on our website.

WHO TO CONTACT

If you have any questions, please contact us:

zenaida@ltcfwa.org – Reviews and approves AFHTN applications, registers students for training, and provides guidance on the training process. Also addresses questions regarding HCA and CNA certification.

tiffany@ltcfwa.org – Reviews and approves AFHTN applications, registers students for training, and provides guidance on the training process. Also addresses questions regarding HCA and CNA certification.

cassheina@ltcfwa.org – Reviews and approves AFHTN applications requesting language access support for training required for HCA certification. Provides guidance on the HCA and CNA certification process and supports AFHs with caregiver recruitment.

shereice@ltcfwa.org – Processes AFHTN stipend requests and issues Prometric vouchers to individuals who have completed the HCA 75-hour training. Offers support and guidance through the training and certification process.

QUESTIONS?

Contact Us

Website: www.longtermcarefoundationwa.org

Facebook & Instagram: @LTCFWA

Email: shereice@ltcfwa.org

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Thank you for joining us today!