

# OVERVIEW OF LONG-TERM CARE WORKER TRAINING & CERTIFICATION PROCESS

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**Long-Term Care Foundation**

of Washington State

# AGENDA

- Review of each training
- Training and certification deadlines
- Process during and after training
- HCA DOH application process
- CNA DOH application process and how to register with Credentia
- Other resources and FAQs

## WHAT IS A HOME CARE AIDE (HCA)?

A Home Care Aide is a professional credential issued by the Department of Health (DOH). All newly hired long-term care workers who do not have another professional credential or meet specific exemptions are required to become a certified Home Care Aide. This training includes Safety and Orientation, Core Basic, Dementia, Mental Health.



## REQUIREMENT FOR HOME CARE AIDE CERTIFICATION

1. Complete the fingerprint-based background check
2. Submit a completed Home Care Aide application to the department of health, including the Employment Verification form, within 14 days of hire
3. Complete the 75-hour long-term care worker basic training
4. Pass the Prometric Knowledge and Skills Certification Exam



# HOME CARE AIDE CHECKLIST

## Certified Home Care Aide Checklist



### Home Care Agencies, Adult Family Homes and Assisted Living Facilities

#### Requirements under the law:

You must complete **75** hours of training (Includes 5 hours of Orientation and Safety) within **120** days of your hire date and become a Certified Home Care Aide within **200** days of hire. If you do not meet these deadlines, you cannot continue to be paid. Use the following REQUIRED timelines and checklist to meet deadlines.

A - Complete with Your Employer to Become a Home Care Aide			
	Action	Reminders	✓
Step 1	Complete the Background Check Authorization Form at time of contracting. Background Checks - <a href="#">BCCU Website</a>	Use the same name on all forms. Example: Jonathan, John OR Johnny	<input type="checkbox"/>
Step 2	A tracking number, called the Inquiry ID# or OCA#, will be generated and written on your Fingerprint Appointment form you get at contracting. <b>Keep this form</b> and write the Inquiry ID#/OCA# here: _____	This will be needed for your <b>Department of Health (DOH) Application</b>	<input type="checkbox"/>
Step 3	Arrange to have your Fingerprints taken right away. Write the appointment time here: _____	Mark your calendar!	<input type="checkbox"/>
Step 4	<ul style="list-style-type: none"> <li>Before you provide care: Complete the <i>Orientation</i> (2 hours) &amp; <i>Safety</i> (3 hours) training courses. You will need training certificates for these courses. Look under Training to find an approved instructor below.</li> </ul>	These certificates become part of your 75 hour training requirement. The <b>120 days to complete basic training</b> starts from your date of hire.	<input type="checkbox"/>
B - Submit Department of Health Application for Credential & Exam			
	Action	Reminders	✓
Step 1	<p><b>Complete and submit by 14 days of hire:</b> Department of Health <a href="#">HCA Application</a> packet. Prometric Testing receives information from your application which will allow you to take your written knowledge and skills exam.</p> <p>You are required to provide at least one e-mail address for DOH and Prometric communication. <b>DOH requires all documents, notification of completion of training and fees be paid before DOH will contact Prometric.</b></p>	<p><b>If you do not submit your application within 14 days, it is likely that you will not be able to test or become certified by your deadline.</b></p> <p>Once the DOH receives your application, you are assigned a 10-digit DOH credential # (HM).</p> <p>Use this number when contacting the HCA Credentialing Coordinator at (360) 236-2700 or when finding information online at DOH.</p>	<input type="checkbox"/>
Step 2	<ul style="list-style-type: none"> <li>If you are limited English proficient (LEP), meaning your ability to read, write or speak English is limited, you may qualify for an additional 60-day provisional certification.</li> </ul>	LEP ONLY: Mark on your DOH application that you want the provisional certificate.	<input type="checkbox"/>
Step 3	<p>To take the HCA exam in Spanish, Russian, Vietnamese, Korean, Chinese, Cambodian, Laotian, Samoan, Somali, Ukrainian, Tagalog, Amharic, or Arabic; check the language desired on HCA Exam Application.</p> <p>If you need to take the examination in a language not listed, you may request an individual interpreter in your language by completing the testing accommodations request packet on the Prometric website and submit to the address on this form.</p>	<p>It may take 30 days for interpreter /accommodation requests.</p> <p>DOH will send an e-mail in which you must respond for validation.</p> <p>Check e-mail Inbox, Junk &amp; Spam folders daily for an e-mail from DOH and Prometric after you complete your training!</p>	<input type="checkbox"/>
Step 4	Mail the fees to DOH for both the DOH application fee and the Prometric exam fees. <b>NOTE: Do not submit fees if training is provided by the Training Partnership and mark <i>state pay</i> on application.</b>	Send check or money order with your application.	<input type="checkbox"/>

C - Register for Training			
	Action	Reminders	✓
Step 1	<ul style="list-style-type: none"> <li>Register by <b>14 days of hire:</b> Register for the 70 hour basic training.</li> </ul>	<a href="#">Find a Class/Instructor</a>	<input type="checkbox"/>
Step 2	<ul style="list-style-type: none"> <li><b>Recommended by 60 days from hire:</b> Complete your 70 hours of basic training immediately to ensure you get classes in the area where you live.</li> </ul>	Be sure to meet testing and certification deadlines.	<input type="checkbox"/>
Step 3	Once you complete the required 75 hours of training, you will be eligible to take your Home Care Aide (HCA) exam.	Mark your calendar for training dates and times!	<input type="checkbox"/>
Step 4	You will get your 75 hour Certificate of Completion (DSHS Training Certificate) from the DSHS approved instructor who teaches the last hour of your 75 hour basic training.	Show all certificates to this instructor.	<input type="checkbox"/>
D - Test Through Prometric			
	Action	Reminders	✓
Step 1	<p>Pass the written knowledge and skills exam. Write test date and location here: _____</p> <p><b>Take the first exam time offered to you from Prometric.</b> Test as close to the end of training to increase your ability to pass the exam. Look for an e-mail from <a href="mailto:Pbt-admit@Prometric.com">Pbt-admit@Prometric.com</a> with test information, your name, Prometric ID # in the subject line (Check Inbox, Junk and Spam folders).</p>	<p>Prometric will only communicate with you using the e-mail address you provide on your DOH application.</p> <p>If you do not receive an e-mailed test date from Prometric within 14 days of completing training, contact Prometric at 1-800-324-4689.</p>	<input type="checkbox"/>
Step 2	<p>If you fail the test, reschedule your exam immediately. Contact Prometric immediately to retest.</p> <p>You can take the failed portion of the test twice. You must pay a fee for each re-test.</p>	<p>Information about your credential # is on the DOH website: <a href="#">Provider Credential Search (HM or PV)</a>. When your credential indicates "Active" you are able to work. You are not able to work past 200 days without being Active on the DOH website.</p>	<input type="checkbox"/>

Agency	Telephone & Fax	Mailing Address	E-mail
DOH	<b>HCA Credentialing Coordinator</b> (360) 236-2700	<b>Mail application to: (Do not include fee)</b> DOH - Home Care Aide Credentialing P.O. Box 1099 Olympia, WA 98507-1099	<b>DOH Website:</b> <a href="#">Home Care Aide</a> 
	<b>DOH Customer Service</b> (360) 236-4700	<b>Mail other documents NOT sent with initial application to:</b> DOH - Home Care Aide Credentialing P.O. Box 47877 Olympia, WA 98504-7877	
Prometric	<b>Telephone:</b> 1-800-324-4689 Download the Information Booklet (14 languages) to help answer your questions.	<b>Prometric Address:</b> Attention: Washington Home Care Aide Program 7941 Corporate Dr. Nottingham, MD 21236	<b>Prometric Email:</b> <a href="mailto:WAHCA@prometric.com">WAHCA@prometric.com</a>  <b>Prometric Website:</b> <a href="#">Prometric</a>

HCA Quick Links: Find links in one location at [www.adsa.dshs.wa.gov/professional/training/links](http://www.adsa.dshs.wa.gov/professional/training/links)



## WHAT DOES THE 75-HOUR TRAINING INCLUDE?

**Orientation Training:** 2 hours of introductory information orienting new workers to the care setting and job.

**Safety Training:** 3 hours of introductory information on safety practices.

**Basic Training:** 70 hours of training that combines:

- **Core Basic Training** – Training covering the basic skills and information needed to provide hands on care.
- **Population Specific Training** – Training on topics unique to the care needs of the population served.

## WHO IS EXEMPT FROM THE 75 HOUR TRAINING?

- RNs, LPNs, NACs, nurse technicians, or advanced registered nurse practitioners.
- Persons with special education training and endorsement granted by the Superintendent of Public Instruction (OSPI).
- A Long-Term Care Worker who worked in Washington State between January 1, 2011 – January 6, 2012 **and** completed all basic training requirements in effect at the time.

For more exemption information please see  
WAC 388-112A-0090



## SUMMARY OF TRAINING AND CERTIFICATION REQUIREMENTS

TRAINING	HOURS	TIMELINE
<b>Orientation</b>	<b>2</b>	Must be complete before providing care.
<b>Safety</b>	<b>3</b>	Must be complete before providing care.
<b>70 Hour Basic Training</b>	<b>70</b>	<p>Basic training covers the core competencies and skills that long-term care workers need to provide personal care services efficiently and safely. The training also includes hours devoted to student practice and demonstration of skills. Population specific training is training on topics unique to the care needs of the population that the facility or provider serves. You must complete all training within <b>120</b> calendar days of the date of hire. The deadline to become <b>certified</b> as a home care aide is <b>200</b> days from date of hire.</p>



## ADDITIONAL TRAINING REQUIREMENTS

TRAINING	HOURS	TIMELINE
<b>Nurse Delegation Core</b>	<b>9</b>	Nurse delegation core training is required before certified or registered nursing assistants or certified home care aides may be delegated a nursing task.
<b>Nurse Delegation Diabetes</b>	<b>3</b>	Nurse delegation diabetes training is the required training for certified or registered nursing assistants or certified home care aides, who will be delegated the task of insulin injection.
<b>Continuing Education</b>	<b>12 Annually</b>	CE is due by birthday each year beginning one year after home care aide certification.

# BREAKDOWN OF EACH TRAINING



## HCA

A Home Care Aide is a professional credential issued by the Department of Health (DOH). All newly hired long-term care workers who do not have another professional credential or meet specific exemptions are required to become a certified Home Care Aide.



## Dementia

Intended for long-term care workers who need this required training for their HCA training certification or supports residents living with dementia.



## Mental Health

Intended for long-term care workers who need this required training for their HCA training certification or support residents with mental health and well-being.



## CNA Training

Program that prepares students for the certification exam to become a Certified Nursing Assistant. The CNA training consists of both classroom and clinical practice. Orientation and Safety not needed if individual is enrolled and taking the CNA course.

## BREAKDOWN OF EACH TRAINING CONTINUED



### **Nurse Delegation Core**

Required training to accept nurse delegated tasks.



### **Nurse Delegation with a Focus on Diabetes**

Required training to accept nurse delegated tasks that require insulin injections.



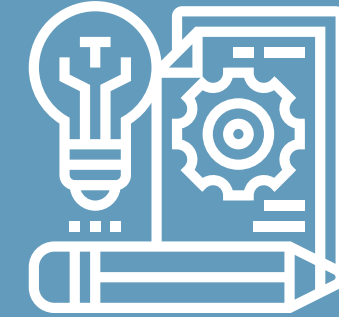
### **HCA to CNA Bridge**

This program is a way for certified Home Care Aides to advance and further their education to become a Certified Nursing Assistant. Must be HCA certified to be eligible to take this course.



### **CPR/First-Aid Training**

Before providing care to clients, within 30 days of employment if directly supervised by person with valid card or before providing care if not directly supervised by a fully qualified caregiver who has a valid first-aid and CPR card or certificate.



### **AFH Administrator Training**

54- hour training about licensing and management of adult family homes.

# WHAT TRAINING CAN I TAKE ONLINE, IN-PERSON, OR HYBRID?

## Online

HCA 75-hour training, Dementia, Mental Health, Nurse Delegation, Diabetes, AFH Administrator Training

## Hybrid

HCA 75-hour training, CNA

## In-person

HCA 75-hour training, HCA to CNA Bridge, Dementia, Mental Health, Nurse Delegation, Diabetes, CNA

Please note online training depending on the school may not be at your own pace, there could potentially be scheduled online classes. Please check with your choice of training school for more information.



# STEPS TO GET CERTIFIED AS A HOME CARE AIDE

## Step One

Submit DOH Home Care Aide Application within 14 days of being hired.  
You can submit your application online or by mail.

### *Online (Recommended)*

Watch online application portal overview video. It will help guide you through logging on, verifying your identity (SAW), and filling out the application online.

<https://www.youtube.com/watch?v=Kx1Sn0Djc7k>

### *Mail – Paper Application*

<https://doh.wa.gov/sites/default/files/legacy/Documents/Pubs/675002.pdf?uid=652dd45304a3b>

Department of Health Home Care Aide Credentialing  
PO Box 1099  
Olympia, WA 98507-1099

### *Access to Online Application*

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

- Online application questions can be directed to DOH by email at [hmc creview@doh.wa.gov](mailto:hmc creview@doh.wa.gov) or by phone at 360-236-2700.
- Check your spam folder to make sure you haven't missed any emails from DOH.



# STEPS TO GET CERTIFIED AS A HOME CARE AIDE

## Step Two

Get signed up for the required training. Providers should check with The Adult Family Home Training Network for more information regarding training for their caregivers. This program helps provide the funds necessary for your caregivers to become certified long-term workers and provides an opportunity to further long-term care worker career development.

<https://www.longtermcarefoundationwa.org/training-network>



## STEPS TO GET CERTIFIED AS A HOME CARE AIDE

### Step Three

#### *Complete Basic Training*

Begin training and finish training as soon as possible. A possible timeline could be 30-60 days.

After training is completed be sure to send or email 75-certificate of completion to DOH to add to the already submitted application. Please make sure email is being checked to ensure no emails are missed from DOH. Call DOH to follow up on submitted applications, sometimes applications are pending for months because applicant did not follow up on submitted application and provide the requested documentation.



## STEPS TO GET CERTIFIED AS A HOME CARE AIDE

### Step Four

*Prepare for your Exam - 60-90 days*

You should have received your authorization to test email from DOH. If your application is approved by DOH, you should receive an email, check your junk mail, and spam folders or contact Prometric at 1-800-324-4689.

#### How to prepare for exam:

- Review Prometric's exam preparation materials  
<https://www.prometric.com/test-takers/search/wadoh/washington-state-department-health-1>
- Connect with a peer mentor, someone that recently passed their Prometric exam if possible
- Consider taking an HCA Refresher Course





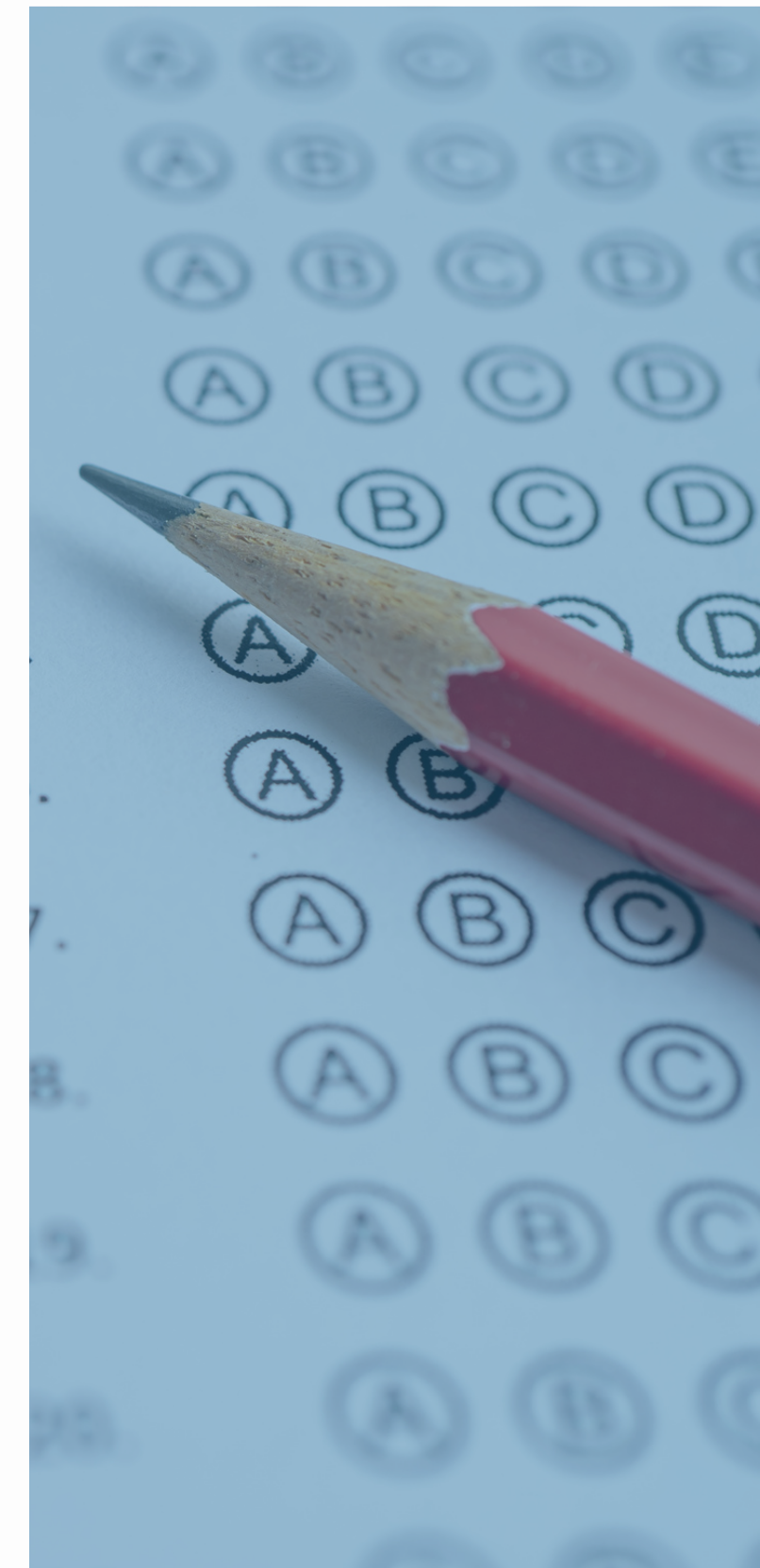
# STEPS TO GET CERTIFIED AS A HOME CARE AIDE

## Step Five

*Take Exam - Days 90-120*

### On the day of your exam:

- Arrive at least 30 minutes before your scheduled exam. Late arrivals will not be allowed to take the exam and will need to pay the exam fee for the rescheduled date.
- Bring your "Admission to Test" (ATT) letter and government-issued ID card.



## STEPS TO GET CERTIFIED AS A HOME CARE AIDE

### Step Six

#### *Maintaining Your Certification*

Your results are reported to DOH, and they will send you a letter confirming you are officially certified.

After becoming a certified HCA, you will need to complete 12 hours of Continuing Education (CE) every year by your training deadline, which is usually your birthday.



## HOME CARE AIDE FAQs

**Q: What happens if I don't apply to the Department of Health (DOH) or if I don't send in my application to DOH?**

A: You should submit the Home Care Aide Certification application to the Department of Health (DOH) within 14 days of being hired.

**Q: What happens if I don't receive notification of an examination date after I have submitted my application and have been approved to test?**

A: If you do not receive notification of an examination date, please contact Prometric at 1-800-324-4689.

**Q: Do I need to fill out a separate application for certification and the exam?**

A: Completed applications are submitted to DOH. Prometric will continue to administer the exam. Once an applicant meets all requirements to take the exam, DOH notifies Prometric to schedule the exam.

Note that **Prometric will not schedule a certification exam without an email address.** Applicants must check their email regularly, including junk and spam folders, for communication from DOH and/or Prometric. Applicants without an email address must list the email address for someone who will frequently check their email and pass on information to them.

If you have any questions, contact the Department of Health at (360) 236-2700.



## STEPS TO GET CERTIFIED AS A CNA

### Step One

Complete the CNA Training Program – Student must complete the state approved CNA training program

### Step 2

Fill out the NAC Application form either online or paper application

<https://doh.wa.gov/sites/default/files/legacy/Documents/Pubs//667039.pdf>

Submit NAC Application, Application fee (check or money order), NAC certificate of completion  
Make the check payment payable to: Department of Health

Send the documents by mail to this address:

Department of Health

P.O Box 1099

Olympia, WA 98507-1099

Access to online application

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



## STEPS TO GET CERTIFIED AS A CNA

### Step 3

*New Skills Test Registration Process - Get Credentia Candidate ID Number*

- Create a [Credentia365 account](#) and verify your email address.
- You need a Candidate ID number to:
  - Register for the skills test.
  - Register for the written (or oral) test.
  - Ensure your results are processed quickly.



## STEPS TO GET CERTIFIED AS A CNA

### Step 4

*Register for the skill test*

- **Option A: Register with your training program**, if your training program is ready to provide skills testing
  - If your training program offers testing, the program will reach out to you about available skills test dates and the registration and payment process.
  - Please wait for the program to contact you (or check the program's website for information). Contacting the program now will cause delays in scheduling.
- **Option B: Register through WABON online scheduling** if your training program is NOT providing skills testing at this time.
  - Use WABON online scheduling to register for a test location, date, and time.
  - The test site will follow up regarding their process for paying the skills test fee.



## STEPS TO GET CERTIFIED AS A CNA

### Step 5

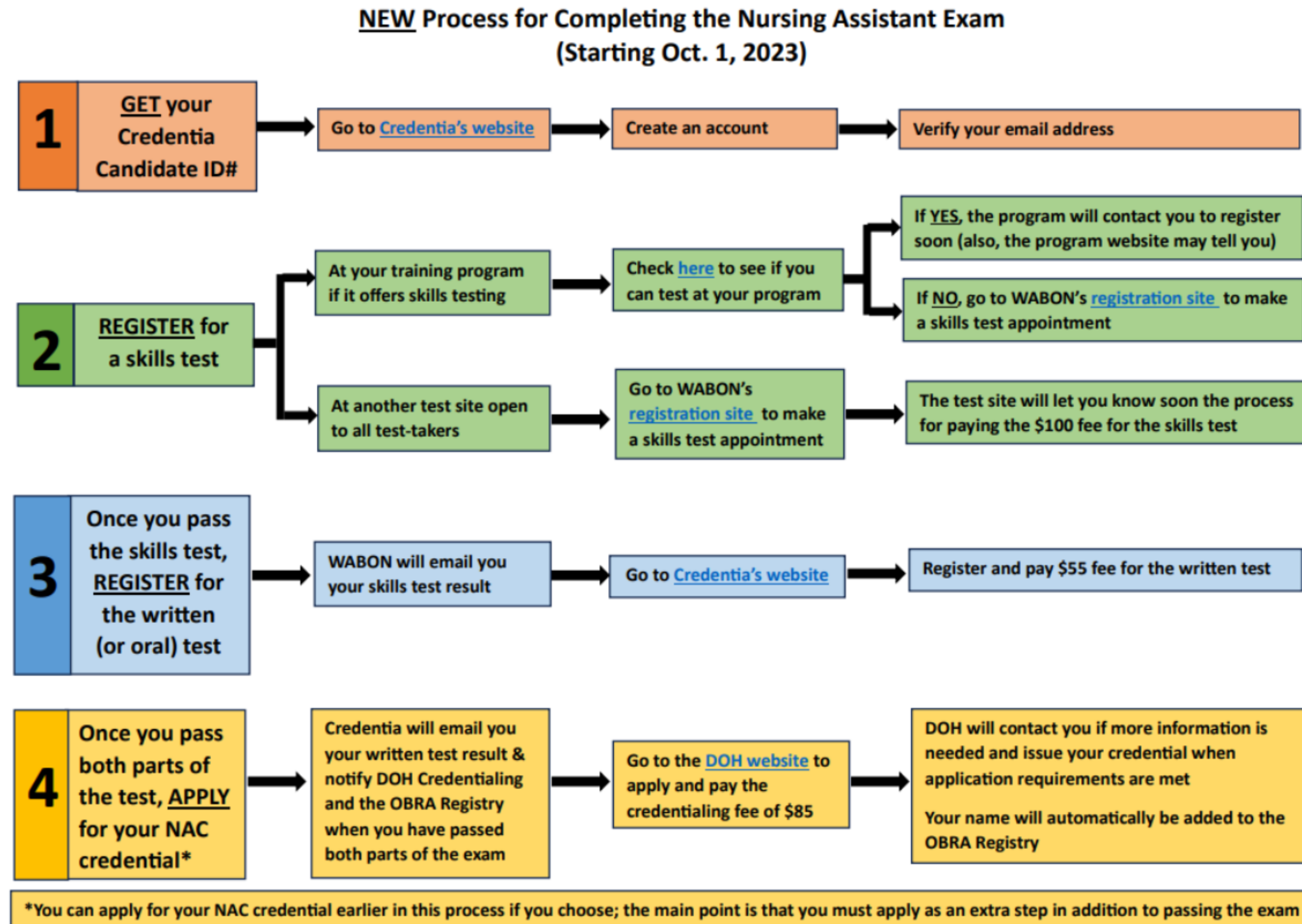
*Register for the written (or oral) test AFTER you pass the skills test.*

**Apply for your nursing assistant-certified (NAC) credential** with the Department of Health (DOH), if you have not already done so.

### Renewal Requirements

Certified nursing assistants must renew their certification on or before their birthday each year. There are no continuing education requirements.

# NEW PROCESS FOR COMPLETING THE NURSING ASSISTANT EXAM





## NURSING ASSISTANT REGISTERED (NAR)

Nursing Assistant Registered is essentially a training license and once an individual has an active NAR it puts them on the registry. The registry is meant to help maintain a database of individuals who meet the federal requirements to provide care in a long-term care setting in Washington State. The registry could also be used to inform potential employers, through an inquiry process, if the person was ineligible to work in a long-term care setting due to findings of abuse, neglect, or misappropriation of property.

The NAR is not a requirement unless you want your caregiver to become nurse delegated before they complete their training and certification process for either HCA or CNA.

## TRAINING AND CERTIFICATION DEADLINES

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

## HELPFUL RESOURCES

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

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

<https://credentia.com/test-takers/wa>

<https://www.longtermcarefoundationwa.org/training-network>

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

# QUESTIONS?

