Guidelines for

How to Become a Vendor and
How to Submit a Course

Department of Social Services/Community Care Licensing Division
Policy Training and Certification Branch
Administrator Certification Section
Vendor Support and Review Unit
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GUIDELINES for:
Becoming an Approved Training Vendor; and
Obtaining Course Approvals

Background

In order for an individual to become an administrator for community and residential care facilities, they must complete an Initial Certification Training Program (ICTP) course (unless exempted by statute or regulations). If an individual wishes to retain their administrator certification, they must complete a certain number of training hours, every two (2) years, by taking Continuing Education Training Program (CETP) courses.

The following types of facilities require certified administrators:

- Adult Residential Facility (ARF)
- Group Home (GH)
- Residential Care Facility for the Elderly (RCFE)
- Short Term Residential Therapeutic Program (STRTP)

Becoming a Training Vendor

To become an Administrator Certification Section (ACS) approved training vendor for ICTP or CETP courses, vendor applicants must submit a separate application for each program and course type (e.g., ARF ICTP vendor, RCFE CETP vendor).

Regulatory Resources

Prior to completing a vendor application, review the applicable laws and regulations. Details of the vendor and course approval process are in the California Code of Regulations, Title 22:

- Section 84090 et seq for GH,
- Section 85090 et seq for ARF,
- Section 87785 et seq for RCFE and outlined on the applicable vendor forms available on the ACS website at [http://www.cdss.ca.gov/infioresources/Community-Care/Administrator-Certification/Certification-Forms](http://www.cdss.ca.gov/infioresources/Community-Care/Administrator-Certification/Certification-Forms).
Interim Licensing Standards for the STRTP are available at: STRTP Interim Licensing Standards (ILS), Version 2 (Released 01/27/2017): These Standards implement provisions of Assembly Bill 403 (Chapter 773, Statutes of 2015) and Assembly Bill 1997 (Chapter 612, Statutes of 2016) that govern STRTPs, effective January 1, 2017.

Regulations regarding administrator training and laws governing the ACS are also available in the Administrator Information section of the ACS website.

**Complete the Vendor Application Form and Process**

- Complete (both pages) of the Vendor Application/ Renewal form LIC 9141 for each proposed vendorship (e.g., for each program type (ICTP or CETP) and course type ARF, RCFE, GH or STRTP). If a section is not applicable, write or type in N/A. Otherwise, all sections must be completed. On the second page of the application, answer questions 6 – 10 with either YES or NO. For each YES answer, provide specific details. Additional pages may be attached if necessary. Failure to fully complete and sign the application will delay the processing of the application.

- Paperclip a check or money order, payable to the California Department of Social Services, for the applicable nonrefundable processing fee ($150 for an ICTP vendorship or $100 for a CETP vendorship). *Note: Payments that cannot be processed, e.g. insufficient fund checks, closed account checks, and post-dated or stop payment checks may compromise the processing of your application.*

- Mail your completed and signed application package and payment fee to the ACS (see contact information at the end of this document).

**Apply for Course Approval – Both ICTP and CETP Courses**

- If applying for an ICTP vendorship, include your completed and signed Request for Course Approval LIC 9140 with a detailed course outline covering all the required topics and hours as specified in statute and regulations (see regs. Section 84090 for GH, 85090 for ARF, or 87785 for RCFE), and, for RCFEs, the required subtopics in the RCFE Core of Knowledge Standard. (Recommended subtopics for ARF and GH ICTPs are listed below each required main topic in their respective Core of Knowledge Guidelines, available on the ACS website).

- If applying for an ICTP vendorship for STRTP, include your completed and signed Request for Course Approval LIC 9140 with a detailed course outline covering all the required topics and hours as specified in the STRTP Interim Licensing Standards (ILS), Version 2 (Released 01-27-2017) and the STRTP Core of Knowledge located at: [http://www.cdss.ca.gov/Portals/9/CoK_STRTSP.pdf?ver=2017-05-30-163834-663](http://www.cdss.ca.gov/Portals/9/CoK_STRTSP.pdf?ver=2017-05-30-163834-663)
If applying for a CETP vendorship, it is highly recommended you submit a completed Request for Course Approval LIC 9140 for a proposed course at the same time, but you may also submit the course request(s) later during your approved two-year vendorship term.

For every course, use the checklist on the LIC 9140 to ensure your package is complete.

For every course request, submit an outline that includes:
- Hour by hour detail of content
- Main topics and subtopics
- Method(s) of instruction
- Source of information to be presented. For each source, cite the name of the source and the date of publication.
- Qualified instructor(s) resumes that include verifiable evidence of knowledge and experience to teach requested course
- Break or meal times

For every course request, include details on any planned teaching aids and how they relate to the course content and objectives, for example:
- For videos, include the title, date and publisher, the duration, and planned discussion questions.
- For role play, include the time to be spent, roles provided, planned discussion questions, and copies of handouts (if applicable).
- For case studies, include the planned time to be spent, a copy of the study, and planned discussion questions.
- For panel courses/group discussion/question and answer periods, include a selection of the planned questions and anticipated answers to initiate the discussion.

Submit course requests at least 60 days prior to the proposed course offering to allow adequate time for review and revisions. The course may not be offered for administrator ICTP or CETP credit until it is approved by the ACS.

Note:
Courses that do not meet the above guidelines will result in processing delays.
Vendor and Course Application Processing

- The ACS is required to review a vendor application or request for course approval within 30 days of receiving it.
- The ACS may request additional details to ensure the currency and accuracy of the course or to clarify the course content or use of teaching aids, or instructor qualifications (e.g., copies of handouts, Power Point presentations, additional information to verify an instructor’s qualifications).
- If an application for vendorship or a request for course approval is incomplete, the prospective or existing vendor has 30 days from receipt of the ACS’ incomplete notice to submit the missing information.
- The ACS will notify the vendor of vendorship or course approval or denial within 30 days of receipt of a complete request.
- Requests not completed within this timeframe may be delayed, denied or deemed withdrawn.
- Vendorships are approved for a two-year period, and courses and instructors are approved to expire on the same day as the vendorship term.

Additional Guidance on Webinars and Conferences

- **Webinars.** Webinars must be interactive, meaning the instructor or facilitator should have and utilize periodic questions, quizzes, surveys, etc. throughout the training to engage participants.
  - Training providers should have a means of verifying attendance for the length of the webinar, e.g., a participant should not be able to walk away from their computer for 30 minutes and still receive credit for the full length of the webinar.
  - Webinars should appeal to auditory and visual learners; they should be pleasing to the eye, and not simply all text. Streaming videos or flash animation can complement a presentation.

- **Conferences.** When submitting a conference course request, the ACS vendors must submit an individual Request for Course Approval form LIC 9140 for each Core of Knowledge topic session. See Core of Knowledge at: [http://www.cdss.ca.gov/inforesources/Community-Care-Licensing/Administrator-Certification/Vendor-Information](http://www.cdss.ca.gov/inforesources/Community-Care-Licensing/Administrator-Certification/Vendor-Information)
  - The ACS will only approve whole hour courses – for any partial sessions, the ACS will round down; e.g., 1.5 hours = 1 hour of Continuing Education Training Program course credit. If the actual course duration is 1.5 hours, the vendor must notify participants that the CETP course credit will be for one hour. The
ACS recommends submitting conferences at least sixty (90) days before the planned offering.

- Each conference course must meet regulatory requirements, e.g. Roster of Participants, Evaluations, etc.
- As a best practice to ensure compliance with regulatory requirements, vendors are encouraged to have representatives present at each course/session to ensure sign/in and sign/out, etc.

**Vendor and Course Numbers**

+ At the time of vendorship approval, vendors will be assigned a unique 11-digit vendor number where the first seven digits identify the vendor, the second three digits identify the program type (e.g., “730” for GH, “735” for ARF, “740” for RCFE, “733” for STRTP), and the last digit identifies the vendorship type (“1” for ICTP, “2” for CETP).

- Similarly, when a course is approved, it is assigned a unique 12-digit number where the first three digits identify the vendor, the next two digits identify the approved course hours, the following two digits identify the course category in the ACS database, and the last five digits identify the specific course. See Page seven for more information.

**Questions?** Contact the ACS at:
(916) 653-9300 or AdminCertInfo@dss.ca.gov
**Vendor Number**

2000174 - 740 - 1

- **Vendor number**
- **Program Type:**
  - 1 = Initial
  - 2 = Continuing

**Facility Type:**
- Ex: 740 = RCFE
- 735 = ARF
- 733 = STRTP
- 730 = GH

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**Course Approval Number**

999 - 0440 - 23468

- **Vendor Code:**
  - adding 2000 to 999 will give you the vendor number.

- **Approved Hours:**
  - Number of hours course is approved for.
  - Ex: 04 = 4 Hours

- **Subject Code:**
  - Use the Subject Code Chart to determine the course subject.
  - Ex: 40 = ONLINE Laws, Regulations, Policies, and Procedural Standards
Change of Instructors

- Before adding a new or replacing an approved instructor for an approved ICTP or CETP course, submit a completed and signed Request to Add or Replace Instructor form LIC 9140A, for ACS approval. The ACS may request a copy of the course outline, if needed.
- Only instructors that meet the regulatory requirements and qualifications specific to each course will be considered for approval.
- Instructors must have verifiable knowledge and experience in the topic to be taught and meet one of the associated regulatory criteria.
- The ACS will notify the vendor of approval or denial, or request more information within 30 days.
- Upon renewal of vendorship and courses, instructor information must also be updated, e.g., resume, etc.

To Renew a Current Vendorship and Course(s)

+ Submit a completed Vendor Application/Renewal form LIC 9141 and the applicable non-refundable processing fee, at least 30 days prior to the vendorship expiration to the ACS (if renewing or updating multiple courses, submit the requests 60 – 90 days prior to expiration to avoid gaps in course approvals, during which time those courses cannot be offered for CDSS administrator credit). Include:
  - For ICTPs, and for any CETP courses with updates, a completed form LIC 9140 with the required attachments; and
  - For CETPs, to renew current courses that are not being modified or updated, the completed Renewal of Continuing Education Course Approval form LIC 9139.
  - Note: Courses must be updated if content is no longer current. The ACS will not renew a course with outdated content.
- If you have multiple vendorships, submit a separate application and the applicable fee for each one to be renewed.
- If you do not have one or more currently approved courses at the time your vendorship is expiring, you may not renew your vendorship.
- As noted above, allow 30 days for the ACS to review your renewal requests and notify you if anything missing or of approval/denial. The ACS has 30 days to process your request upon receipt of a completed application or course request.
Course Development Reminders!

- An ICTP is approved for a single program type and may not be co-located, as the requirements differ significantly by program area.
- ICTPs should be broken into no more than eight (8) or ten (10) hour segments per day.
- CETP courses are to be developed in full-hour increments, with the instructional content detailed by hour in the required course outline (see form LIC 9140 and sample outline).
  - The content of a CETP course must clearly fit one subject only in the applicable program area’s required Core of Knowledge.
- To co-locate a CETP course for multiple program types, a separate form LIC 9140 and course outline must be completed for each of the program types and submitted to the ACS at the same time. Co-located courses may be approved for differing hours depending on topical content. Note: Co-located courses are monitored for all approved program types. Separate deficiencies, civil penalties, etc., are issued for each category of care, as applicable.
- For proposed online courses, provide the ACS with a log-on and password to review the draft online course, along with your mailed Request for Course Approval (LIC 9140).
  - An online course must take the number of hours to complete that it’s approved for and must be interactive, as required by statute and regulations.

ACS Contact Information

California Department of Social Services
Administrator Certification Section
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Sacramento, CA 95814

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