

# The Insider

Winter 2019 – 2020

California Department of Social Services  
Community Care Licensing Division  
**Administrator Certification Section**

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## WELCOME

Welcome to the Administrator Certification Section (ACS) Insider, a publication with the purpose of sharing information with the vendor and administrator community. In addition to reviewing and sharing The Insider, please subscribe to “The Wire” by emailing the ACS at [ACSVendorInfo@dss.ca.gov](mailto:ACSVendorInfo@dss.ca.gov) and providing your contact email information. “The Wire” is intended to share more immediate information with facility administrators and training vendors.

## IN THIS EDITION

- Vendor Information
- Administrator Exam Information
- Frequently Asked Questions
- Provider Information Notices
- Resource Links

## VENDOR INFORMATION

### Roster of Participants:

Vendors who provide classroom-based courses shall submit the Roster of Participants, [LIC 9142A](#), or documentation which includes the same information to the Administrative Certification Section within seven (7) days of the course completion date. This applies to all classroom-based courses taught on or after September 1, 2019. Vendors may easily upload "rosters" onto the [Vendor Automation Platform](#) or send them via postal mail at ACS, 744 P Street MS 9-17-47, Sacramento CA, 95814. The ACS will be asking for roster documentation of online-based courses at a later date.

## Vendor Course Notification Schedules:

Course offering schedules for the upcoming first quarter are due **January 1, 2020**. "Upon request, submit to the Department's Administrator Certification Section a schedule for at least the next calendar quarter specifying the subject title, approved course number, classroom hours, proposed dates, time, duration, location and proposed instructor for each future course."

Reference: [California Code of Regulations, Title 22, Division 6](#) and the [Short-Term Residential Therapeutic Program Interim Licensing Standards](#).

Please ensure before submitting to your vendor analyst, that the following information is included in your schedule:

- Vendor name
- Vendor number
- Course offering date(s)
- Course offering time(s)
- Course approval number(s)
- Course offering full address location(s)

**Note:** The ACS will continue to issue deficiencies to those vendors who fail to submit quarterly schedules.

## ADMINISTRATOR EXAM INFORMATION

### Registering for an Exam:

The 2020 [exam schedule](#) and [exam instructions](#) are posted on the [ACS website](#). Exam registration emails should be in the following format:

- Subject Line: Exam Registration Request
- Body:

Last Name  
First Name  
Phone Number  
Date of Birth  
Exam Type  
Exam Date and Time

When registering for an exam, it may take up to **three business days** to receive a reply. Registrants will receive an automatic reply immediately after sending their email. If they don't, confirm the email address spelling: [ExamRegistration@dss.ca.gov](mailto:ExamRegistration@dss.ca.gov).

## New Changes for Exams:

The ACS is pleased to announce increased exam opportunities in Sacramento, San Jose, Monterey Park, El Segundo, and Orange.

Afternoon exam times have changed from 12:30 p.m. to 1:30 p.m. Morning exams shall still begin at 9:00 a.m. Please take note that examinees should always arrive 15 – 30 minutes prior to exam time to allot time for check-in.

## FREQUENTLY ASKED QUESTIONS

### For Administrators:

**Question one:** My course got rescheduled to a later date and now I am worried that my application packet may not reach the Department in time. What should I do?

**Answer one:** An application packet is considered on time when it has been postmarked by the postal office on or before an applicant's certification expiration date.

**Question two:** Why did I get charged a delinquency fee if I submitted my application packet on time?

**Answer two:** Delinquency fees are charged for one of two reasons: the applicant submitted an application packet after the certification expiration date, or the applicant submitted an application package prior to expiration date but did not include appropriate continuing education courses and/or hours. If the applicant can correct this prior to the expiration date, then the application may be processed.

### For Vendors:

**Question three:** I want to offer a webinar-based course. Since I intend to present live, is it considered a classroom-based course?

**Answer three:** No. Webinars are considered online-based courses.

## PROVIDER INFORMATION NOTICES (PINS)

The CCLD uses [PINS](#) to communicate license-related information to CCLD licensed providers. PINS may contain legislative, regulatory and/or policy changes.

For the newest PINS in **Adult and Senior Care Programs** and **Children's Residential Programs**, see [PINS](#) on the [Community Care Licensing Division's Evaluation Manual](#) webpage.

## RESOURCE LINKS

- [Vendor Automation Platform](#) – For the electronic submissions of vendor documents
- [The Insider](#) – ACS quarterly newsletter
- [ACS Forms](#) – ACS licensing forms
- [ACS Website](#) – For information related to the Administrator Certification Program
- [Vendor Email](#) – Electronic inbox for all vendor related questions
- [Administrator Email](#) – Electronic inbox for all administrator related questions
- [Exam Email](#) – Electronic inbox for administrator exam registration
- [Exam Schedule](#) – Online access to the administrator 2019 exam schedule
- [List of Approved Vendors](#) – Department-approved training vendors
- [Administrator Active/Pending List](#) – For checking administrator status online
- [Adult and Senior Care \(ASC\) Regional Office](#) – For ASC facility related questions
- [Children's Residential Program \(CRP\) Regional Office](#) – For CRP facility related questions

## THANK YOU FOR READING THE INSIDER

The ACS recognizes that administrators and vendors each have a vital role in ensuring the quality of care for some of California's most vulnerable populations. Your hard work is greatly appreciated. The ACS values your input and encourages your feedback and communication regarding any questions, concerns or suggestions you may have.

Inquires related to the Insider may be sent to: [ACSVendorInfo@dss.ca.gov](mailto:ACSVendorInfo@dss.ca.gov).