

How to Check on Your Exam Results

If **7 days have passed** since you took the Department-administered exam for administrator certification, you can check on your results any time by using our automated phone system as follows:

***Please note: In order to use our automated phone system, you must have indicated a social security number AND date of birth on your scantron sheet. If you did not provide both your social security number and date of birth on your scantron sheet, please skip to step 7.**

1. Call the main phone number at **(916) 653-9300**.
 - a. If desired, follow the prompts to continue in Spanish.
2. Choose option “2” for **exam results**, and follow the prompts to enter:
 - a. The last 4 four digits of your social security number (XXXX)
 - b. Your eight-digit birth date (MM/DD/YYYY – such as 07/01/1960)
 - c. The type of exam you took: “1” for Residential Care for the Elderly, “2” for Adult Residential, “3” for Group Home, or “4” for Short-Term Residential Therapeutic Program.
 - d. If the system states that there are **no exam results**, you may have called before we have received your exam or it has not yet been scored. But if it has been at least 14 days, go to step 6 below.
3. If the system states that you **passed** the exam and the administrator certification exam results letter has been mailed, you can expect to receive the letter within 7 business days from the date the letter was mailed. If you don’t receive the letter in that timeframe, go to step 6 below.*
4. If the system states that you **failed** the exam, you will receive an official notice that you did not pass the exam within approximately 7 business days from the date the notice was mailed. If you don’t receive the notice in that timeframe, go to step 6 below.*
5. If the system states that your **results are pending**, this means that we have scored the exam but not yet printed the letter or notice. Please call back to the main phone number (step 1) in 3 – 5 days.
6. As per steps 2, 3, 4, or 5 above, if you have not received your exam results letter within 14 calendar days from the date that you took the exam, you may submit your application without the exam results letter so that you do not miss the 30-day deadline to apply.

*** Note:** To avoid delays in receiving your letter/notice, please promptly report any address changes to ACS by calling (916) 653-9300. If you updated your address on a repeat examination scantron, please contact ACS to confirm it was changed.