

PUBLIC TESTIMONY SUMMARY

I-900 STATE AUDITOR'S PERFORMANCE AUDIT:

Initiative 1163: Long-Term Care Worker Certification Requirements (January 8, 2013)

As Heard by the Joint Legislative Audit & Review Sub-Committee on I-900 Performance Audits
on January 23, 2013

The performance audit being discussed at this hearing was conducted solely and independently by the office of the State Auditor, under the authority of legislation approved by the voters in Initiative 900. The State Auditor is elected directly by the people of the State of Washington and operates independently of the Legislature and the Joint Legislative Audit & Review Committee. Staff to the Joint Legislative Audit & Review Committee prepare a summary of public testimony on State Auditor reports. These summaries are for informational purposes only, and do not serve as an assessment by committee staff of the findings and recommendations issued by the State Auditor nor do they reflect a staff opinion on legislative intent.

Title: Initiative 1163: Long-Term Care Worker Certification Requirements

Audit Scope and Objectives:

SAO reports that the objectives of this audit were to determine:

- Have the Department of Health (DOH) and the Department of Social and Health Services (DSHS) implemented processes to meet the background check, training and certification requirements of Initiative 1163?
- Did long-term care workers, hired beginning January 7, 2012, meet certification requirements within the timeframes established in state law?

SAO indicates that its audit focused on long-term care workers who applied for certification from January 7 through April 30, 2012.

SAO Findings:

- SAO found the agencies have a process for conducting background checks, training and certification for long-term care workers hired beginning January 7, 2012.
- SAO found the process appears to be ineffective at ensuring all in-home care workers completed the requirements. Of 406 providers that applied for certification with the DOH, SAO found that 288 (71 percent) had not been certified by the time SAO completed its review.

SAO Recommendations:

- SAO recommends that DSHS review the list of 288 provider applicants that did not meet certification requirements to determine whether they have completed the process since the conclusion of the audit work. If these applicants are not certified, SAO recommends the agency take appropriate action in accordance with the initiative directives.

SAO Recommendations (cont.)

- SAO recommends DSHS take the same measures for any providers that applied for certification after April 30, 2012 and missed certification deadlines.
 - Review processes designed and used to identify providers who have missed initiative deadlines (including those hired by external parties) and ensure these processes are sufficient to ensure these unqualified providers are restricted from serving clients until they have met all certification requirements.
 - Review methods used to monitor home care agencies and facilities and ensure these methods are sufficient to ensure workers hired by these agencies are certified.
- SAO recommends DOH obtain each applicant’s hire date and enter this date into its licensing system. DOH should require applicants to submit an employer verification form to ensure this date is accurate.

Agency Responses in Audit Report?	Yes, on page 8
Legislative Action Requested?	No

Agencies Testifying:

The Department of Social and Health Services (Jane Beyer, Interim Assistant Secretary)

The Department of Health (Shannon Beigert, Director of Customer Service Office)

Summary of Testimony from Audited Agencies:

As indicated in our written response, we have taken steps to address the concerns and recommendations in the audit. Our emphasis is on having the system work so that people who want to be long-term care workers are trained adequately, tested, and pass the test. We have pulled together the two state agencies, the training partnership that provides the training, community training providers, the adult family homes, the assisted living providers, and the home care agencies to work together to get workers trained and certified.

Other Parties Testifying:

(No other parties signed in to testify.)

Summary of Testimony from Other Parties:

(No other parties signed in to testify.)