



Administrator Certification Program Administrators

FREQUENTLY ASKED QUESTIONS (FAQS): COVID-19/WAIVERS

Prepared July 20, 2020 – subject to updates

Department of Social Services
Community Care Licensing Division
ADMINISTRATOR CERTIFICATION SECTION
EXAMINATION AND CERTIFICATION PROCESSING UNIT
744 P Street MS 9-17-47, Sacramento, CA 95814
Phone: (916) 653-9300; E-Mail: AdminCertInfo@dss.ca.gov

DEPARTMENT OF SOCIAL SERVICES, COMMUNITY CARE LICENSING DIVISION
ADMINISTRATOR CERTIFICATION SECTION
EXAMINATION AND CERTIFICATION PROCESSING UNIT
744 P Street MS 9-17-47, Sacramento, CA 95814
Phone: (916) 653-9300; E-Mail: AdminCertInfo@dss.ca.gov

FREQUENTLY ASKED QUESTIONS (FAQS): COVID-19/WAIVER

Note: This FAQ will be updated by the Administrator Certification Section (ACS) on an as needed basis. The content of questions within this document is as received by ACS. For more information, please e-mail ACS as follows:

- Administrator Questions: AdminCertInfo@dss.ca.gov
- Vendor Questions: ACSVendorInfo@dss.ca.gov

Question One:

I have completed my Initial Certification Training Program (ICTP) and exams have not resumed. What should I do?

Answer One:

Within 30 days of completing your ICTP, you must apply for a Conditional Administrator Certificate. Once the Department resumes the Administrator Examination, individuals must take and pass the examination in order to receive a (Non-Conditional) Standard Administrator Certificate.

Question Two:

How do I apply for a Conditional Administrator Certificate?

Answer Two:

Complete and submit an initial administrator certification application, **within 30 days of completing your ICTP**, using current forms printed from our [website](#):

- LIC 9214 – Initial Application for Administrator Certification;
- A check or money order in the amount of \$100, payable to the Department of Social Services (please write in “Conditional Certificate” in the memo area);
- A copy of your Certificate of Completion of the Initial Certification Training Program;
- LIC 508 Criminal Record Statement; and
- LIC 9163 Live Scan form. The Office of the Attorney General has a [location search](#) to help providers locate live scan fingerprinting services during the COVID-19 emergency.

DEPARTMENT OF SOCIAL SERVICES, COMMUNITY CARE LICENSING DIVISION
ADMINISTRATOR CERTIFICATION SECTION
EXAMINATION AND CERTIFICATION PROCESSING UNIT
744 P Street MS 9-17-47, Sacramento, CA 95814
Phone: (916) 653-9300; E-Mail: AdminCertInfo@dss.ca.gov

Question Three:

How is a Conditional Administrator Certificate different than a Standard Administrator Certificate?

Answer Three:

A Conditional Administrator Certificate is a temporary certification that allows applicants to begin working right away and delays the requirement to take and pass the administrator examination until the Department has resumed the examination process. Once the Department has resumed testing, applicants will be required to take and pass the examination.

Question Four:

I have a Conditional Administrator Certificate. Can I start taking my continuing education requirements for recertification now?

Answer Four:

Yes. Administrators have two (2) years from the effective date of their certificate (conditional and certified) to complete the 40 hours of required continuing education necessary for administrator recertification.

Question Five:

What if my Conditional Administrator Certificate expires before the exam resumes, what should I do?

Answer Five:

If the examination does not resume before your Conditional Administrator Certificate expires, the ACS will automatically extend your expiration date. **It is not necessary for you to do anything.** The ACS will notify you of your new expiration date and a new certificate will be provided.

Question Six:

After my Conditional Administrator Certificate expires, will I need to complete all the required documents again to receive my (Non-Conditional) Standard Certificate?

DEPARTMENT OF SOCIAL SERVICES, COMMUNITY CARE LICENSING DIVISION
ADMINISTRATOR CERTIFICATION SECTION
EXAMINATION AND CERTIFICATION PROCESSING UNIT
744 P Street MS 9-17-47, Sacramento, CA 95814
Phone: (916) 653-9300; E-Mail: AdminCertInfo@dss.ca.gov

Answer Six:

No. Another application or processing fee will not be required; however, all applicants will be required to take and pass the administrator examination and have a current criminal record clearance or exemption. Please note, the (Non-Conditional) Standard Certificate effective date will remain the same as your Conditional Administrator Certificate.

Question Seven:

I need to be fingerprinted, are fingerprinting services available?

Answer Seven:

The CDSS' vendor, Capital Live Scan, has confirmed they are still operating. However, it is recommended to call ahead before going in for fingerprinting. Depending on the region, the location you select may be closed. Live Scan locations and other resources are available on [the Department of Justice's fingerprinting website](#). Candidates can call 1-866-342-9299 or refer to the [Live Scan form](#).

Question Eight:

I have already taken the exam and failed, am I still eligible for a Conditional Administrator Certificate?

Answer Eight:

If you have already taken and failed the examination three (3) times, you are NOT eligible for a Conditional Administrator Certificate. If you have attempted the examination less than three times, then you are eligible to receive the Conditional Administrator Certificate. Additional attempts to take and pass the examination will be allowed once the Department has resumed testing.

Question Nine:

Once the Department resumes testing and the exam is taken and failed three (3) times, can I get a refund for the \$100 fee paid for the Conditional Administrator Certificate?

Answer Nine:

No. The \$100 is a non-refundable application processing fee. Once the examination

DEPARTMENT OF SOCIAL SERVICES, COMMUNITY CARE LICENSING DIVISION
ADMINISTRATOR CERTIFICATION SECTION
EXAMINATION AND CERTIFICATION PROCESSING UNIT
744 P Street MS 9-17-47, Sacramento, CA 95814
Phone: (916) 653-9300; E-Mail: AdminCertInfo@dss.ca.gov

has been taken and failed three (3) times, the Conditional Administrator Certificate will be null and void. Applicants must start over with the training and application process in order to obtain a Non-Conditional (Standard) Administrator Certificate.

Question Ten:

Will I be notified when the exam resumes?

Answer Ten:

Yes. The Department will release a Provider Information Notice when testing resumes to provide clarifying information.

Question Eleven:

When will exams resume?

Answer Eleven:

The Department is currently unable to forecast when testing will resume; however, solutions are being explored to resume testing as quickly as possible.

Question Twelve:

I was already registered for the exam prior to the State of Emergency, will I get priority exam registration?

Answer Twelve:

Once testing resumes, the Department will issue a Provider Information Notice with clarifying information on how testing will occur, timeframes, and who will have priority.

Question Thirteen:

What happens if exams have not resumed and my exam extension ends?

Answer Thirteen:

Examination extensions have been granted for 90 days **after** the exam resumes. Further requests will not be necessary. If you are interested in pursuing employment opportunities during this time, consider applying for a Conditional Administrator Certificate.

DEPARTMENT OF SOCIAL SERVICES, COMMUNITY CARE LICENSING DIVISION
ADMINISTRATOR CERTIFICATION SECTION
EXAMINATION AND CERTIFICATION PROCESSING UNIT
744 P Street MS 9-17-47, Sacramento, CA 95814
Phone: (916) 653-9300; E-Mail: AdminCertInfo@dss.ca.gov

Question Fourteen:

Are administrators able to use continuing education units received via live-stream course offerings to meet the classroom-based live training requirement?

Answer Fourteen:

Yes. During the State of Emergency, administrators can complete all 40 hours of continuing education training requirements through ACS-approved live-streamed courses or opt to complete all 40 hours of training using ACS-approved online courses.

Question Fifteen:

My Administrator Certificate expires in late 2021, may I complete online courses now to receive continuing education units for my recertification?

Answer Fifteen:

Yes. The Department is waiving the requirement to take in-person continuing education units through December 31, 2020. Therefore, individuals seeking to recertify their administrator certificate may complete **all 40 hours** of continuing education with [ACS-Approved](#) online courses and/or live-streamed courses that would have otherwise been in-person from Department-Approved vendors. All other [regulatory](#) requirements still apply.

Question Sixteen:

Where can I find trainings approved by the ACS?

Answer Sixteen:

Initial and renewing administrators are responsible for ensuring that the courses they take are approved by the ACS. Current [lists of approved training vendors and approved courses](#) are available on the Department website.

Question Seventeen:

I have been unable to complete my continuing education units before my Administrator Certificate expired; can I get an extension on my expiration date?

DEPARTMENT OF SOCIAL SERVICES, COMMUNITY CARE LICENSING DIVISION
ADMINISTRATOR CERTIFICATION SECTION
EXAMINATION AND CERTIFICATION PROCESSING UNIT
744 P Street MS 9-17-47, Sacramento, CA 95814
Phone: (916) 653-9300; E-Mail: AdminCertInfo@dss.ca.gov

Answer Seventeen:

No. Administrator Certificate expiration dates have not been waived and cannot be altered.

Question Eighteen:

My Administrator Certificate expired in January and was deemed incomplete in March. Can I get my delinquency fee waived?

Answer Eighteen:

No. The Department is offering a fee reduction to Administrator Certificate holders that expired between March 1, 2020 and June 30, 2020 that have experienced financial hardship due to COVID-19.

Question Nineteen:

My certificate expired in June, but I submitted my application late because I was dealing with COVID-19 at work and at home. Can I get the delinquency fee waived?

Answer Nineteen:

Yes. The Department is offering a fee reduction of 20 percent for those experiencing economic hardship due to COVID-19. **The fee waiver is applicable to administrator certificate holders that expired between March 1, 2020 and June 30, 2020 that have experienced financial hardship due to COVID-19.** An Administrator Recertification Fee Waiver Request form and supporting documentation are required for consideration. Please email admincertinfo@dss.ca.gov for the Administrator Recertification Fee Waiver Request form.

Question Twenty:

How long is the fee waiver applicable for? If I expired in June 2020, can I request a fee waiver in December 2020?

Answer Twenty:

Fee waiver requests for administrator certificates that expire between March 1, 2020 and June 30, 2020, will be allowable for consideration up to a year from the date of the State of Emergency.

**DEPARTMENT OF SOCIAL SERVICES, COMMUNITY CARE LICENSING DIVISION
ADMINISTRATOR CERTIFICATION SECTION
EXAMINATION AND CERTIFICATION PROCESSING UNIT**
744 P Street MS 9-17-47, Sacramento, CA 95814
Phone: (916) 653-9300; E-Mail: AdminCertInfo@dss.ca.gov

The information contained in these questions and more can be found in [PIN 20-15-CCLD](#) – Updated Statewide Waivers for Licensing Requirements Due to Coronavirus Disease 2019 (COVID-19).