




Certification of Individuals with Limited English Proficiency

Moderator: Sara Cowling
Speakers: Lisa Hodgson and Stacy Lawson

© CLEAR 2014




Council on Licensure, Enforcement & Regulation
www.clearhq.org

Limited English Proficiency Data

- LEP individuals represent 9% of the US Population (25.2M people)
- US LEP population increased by 80% from 1990 - 2010
 - Washington's LEP population grew nearly 210% in that same period to 512K individuals
 - Spanish, Chinese, Vietnamese, Korean, and Russian are most common in Washington

* Source: Migration Policy Institute's LEP Data Brief, December 2011




© CLEAR 2014

Council on Licensure, Enforcement & Regulation
www.clearhq.org

2

Limited English Proficiency Data

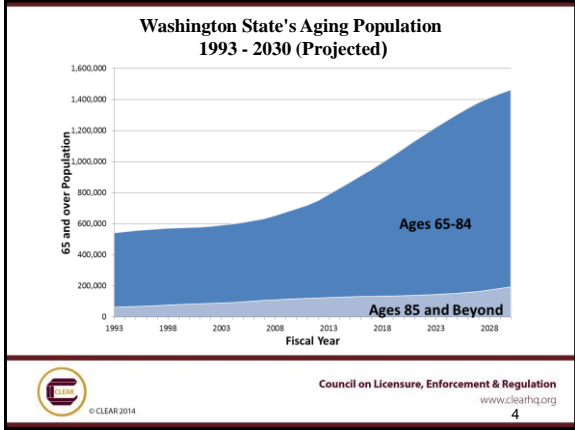
- 2010 Census data: 18.2% of Washington residents over 5 speak a language other than English at home
- According to recent studies, over 160 different languages are spoken in Washington



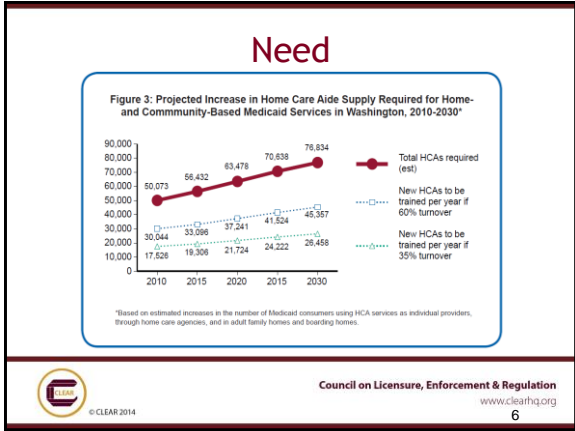
© CLEAR 2014

Council on Licensure, Enforcement & Regulation
www.clearhq.org

3







Supporting the Public in Homes and Communities

Empowering Clients

- Consistent care across multiple delivery models and settings
- Higher quality of care
- Maintain living in their own home
- Less use of alternative settings
- Ability to hire home care aides who speak the same language and share cultural background



© CLEAR 2014

Council on Licensure, Enforcement & Regulation
www.clearhq.org

7

Who are Long Term Care Workers?

- A long term care worker is a caregiver employed by home care agencies, adult family homes, and assisted living facilities
- An individual provider reimbursed by the Department of Social and Health Services for providing in-home services for Medicaid clients



© CLEAR 2014

Council on Licensure, Enforcement & Regulation
www.clearhq.org

8

Unique Workforce

- One of the only health professions allowed to start work before obtaining a credential
- Almost two-thirds are individual providers who are hired, supervised by and work in the home of the care recipient
- Seventy percent of individual providers are relatives



© CLEAR 2014

Council on Licensure, Enforcement & Regulation
www.clearhq.org

9

Unique Workforce Continued

- Almost one-in-five serve clients speak little or no English
- The average wage is approximately \$10.49 per hour
- The majority of the work is part time
- Most workers receive no benefits
- High turnover rate, physical and emotional stress



© CLEAR 2014

Council on Licensure, Enforcement & Regulation
 www.clearhq.org

10

Home Care Aide Certification History

Legislation	Dates	Notes
ESSHB 2284	Spring 2007	The legislature created a joint task force charged with making recommendations for training requirements for long term care (LTC) workers. Established the definition of LTC workers and the Training Partnership. Created requirements to offer optional peer mentorship, optional advanced training, and increased hours for continuing education.
I-1029	Fall 2008	Set the starting date for the major requirements to January 1, 2010. Expanded background checks for LTC workers to include Washington State Patrol and FBI. Established the LTC worker certification designation.
ESSB 6180	Spring 2009	Delayed start date for the major provisions of I-1029 provisions to January 1, 2011.
ESHB 1548	Spring 2011	Delayed start date for the major provisions of I-1029 to January 1, 2014.
I-1163	Fall 2011	Adjusted provisions within I-1029 and advanced the start date to January 7, 2012. Established periodic audits of the in-home program by the state auditor.
ESHB 2314	Spring 2012	Clarified some aspects of I-1163 and delayed implementation of requirements for community residential service businesses to January 2016. Allowed delegation of specified nursing tasks to Home Care Aides.



© CLEAR 2014

Council on Licensure, Enforcement & Regulation
 www.clearhq.org

11

Requirements for Home Care Aide Certification

- Submit a home care aide certification application and fee within 14 days of hire.
- Submit to a state and fingerprint-based federal background check through Department of Social and Health Services (DSHS).
- Seventy-five hours of training approved by the DSHS
- Successful completion of the certification written (or oral) and skills exams




© CLEAR 2014


Council on Licensure, Enforcement & Regulation
 www.clearhq.org

12

Important Considerations for the Test Development Process

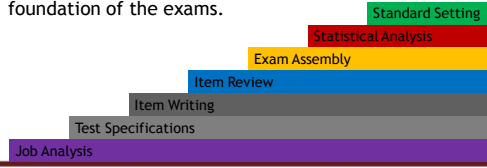



- Validity
- Reliability
- Fairness
- Standardization
- Fiscal Impact

 © CLEAR 2014 Council on Licensure, Enforcement & Regulation www.clearhq.org 13

Creating the Home Care Aide Certification Exam


- Washington SMEs developed the exam - in English - in 2010 to evaluate whether an applicant possesses the skills and knowledge necessary to practice competently.
- Industry-standard processes and procedures are the foundation of the exams.

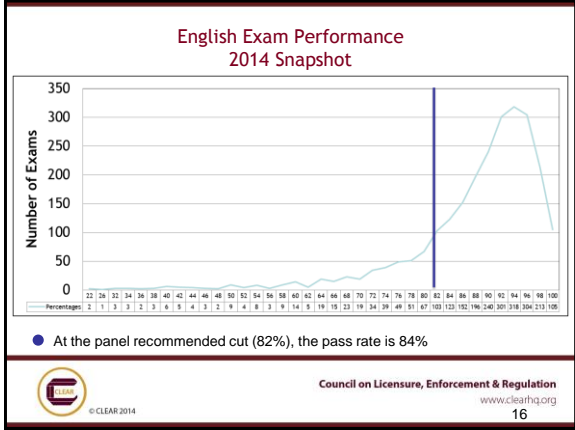


 © CLEAR 2014 Council on Licensure, Enforcement & Regulation www.clearhq.org 14

The Home Care Aide Certification Exam Specifications

- Written/Knowledge Exam:
 - 50 scored items + 10 "pre-test" items; 90 minutes to complete
 - 3 Content Domains
 - Roles and Responsibilities of the Home Care Aide (19 items)
 - Supporting Physical and Psycho-Social Well-being (22 items)
 - Promoting Safety (9 items)
 - 3 option multiple choice items
 - 4th to 6th grade reading level
 - Oral versions of the exam are available in all languages

 © CLEAR 2014 Council on Licensure, Enforcement & Regulation www.clearhq.org 15



Publishing Foreign Language Exams

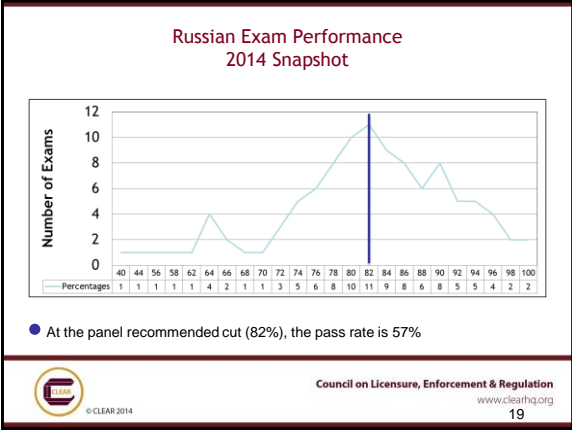
- Prior to launch of the program in June 2012, DOH elected to translate the exams into the 5 most common languages
- Subsequent analysis of the candidate population drove additional translations in September 2013
- When the test is launched, candidates see the translated language and English
- Audio recordings are available in the oral versions

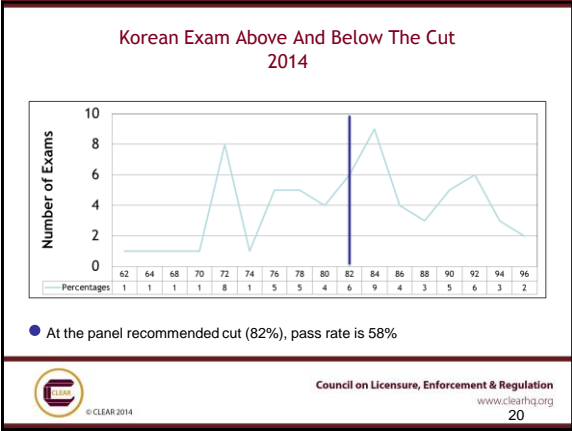
© CLEAR 2014 Council on Licensure, Enforcement & Regulation www.clearhq.org 17

Available Languages

- Original Languages
 - English
 - Russian
 - Spanish
 - Vietnamese
 - Korean
 - Chinese
- New Languages (9/1/13)
 - Arabic
 - Khmer
 - Laotian
 - Samoan
 - Somali
 - Tagalog
 - Ukrainian

© CLEAR 2014 Council on Licensure, Enforcement & Regulation www.clearhq.org 18





Challenges

- Many long term care workers have Limited English Proficiency
- Some candidates have limited literacy in native language
- Limited English Proficient candidates do not perform as well on the credentialing exam as English speaking candidates

© CLEAR 2014 Council on Licensure, Enforcement & Regulation www.clearhq.org 21

Improving the Process

- Extended the deadline to submit an application from 3 days after being hired to 14 days
- Created a home care aide credentialing coordinator and established a dedicated credentialing unit and phone line
- Legislature extended the certification timeframes from 150 days to 200 days



© CLEAR 2014

Council on Licensure, Enforcement & Regulation
www.clearhq.org
22

Improving the Process Cont.

- Developed a provisional certification for candidates with limited English proficiency that extends the certification time-frame to 260 days
- Established an electronic process for application and exam payment and verification of training completion for individual providers
- Translated the exam into 12 languages




© CLEAR 2014

Council on Licensure, Enforcement & Regulation
www.clearhq.org
23

Improving the Process Cont.

- Posted detailed translated exam preparation materials
- Developed a practice examination
- Offer examination in an oral format
- Interpreters are available for skills demonstration in 12 languages
- Increased testing sites
- Training Partnership created “Navigators”



© CLEAR 2014

Council on Licensure, Enforcement & Regulation
www.clearhq.org
24

Improving the Process Cont.

- Established a workgroup to examine feasible options to improve access of limited English proficient candidates to training and testing
- Conducted a root cause analysis and established workgroups to improve processes
 - ✓ Identify students at risk and provide support
 - ✓ Reduce the time between training and exam
 - ✓ Training and test translation



© CLEAR 2014

Council on Licensure, Enforcement & Regulation

www.clearhq.org

25

Acknowledgments

Our partnerships are key to the success of the Home Care Aide program

- Washington Department of Social and Health Services
- Service Employees International Union 775 and the Northwest Training Partnership
- Associations
- Prometric



© CLEAR 2014

Council on Licensure, Enforcement & Regulation

www.clearhq.org

26

Speaker Contact Information

- Lisa Hodgson, Director, Washington State Department of Health, Office of Health Professions and Facilities
- Lisa.Hodgson@doh.wa.gov

- Stacy Lawson, Team Lead, Prometric Global Account Management
- Stacy.lawson@prometric.com



© CLEAR 2014

Council on Licensure, Enforcement & Regulation

www.clearhq.org

27
