

FREQUENTLY ASKED QUESTIONS

What are your office hours?

8:00am – 4:30pm Monday through Friday. We are closed most State and Federal holidays.

Can I come by your office to drop off my forms?

Yes. However, please do not expect us to go through your package and approve it while you wait. We are happy to accept applications that you drop off at our office and also by mail. Except for the New Home Applications and INITIAL Substitute Caregiver Approval Packages, you can fax, email or mail the forms to us.

Please make sure you keep a copy of all your forms because we will not return any forms to you.

Can I fax my form to you?

Notices of moves, change of address or telephone numbers, name change notices, notice that you have added a household member can be faxed or mailed.

Initial SCG applications and CCFFH application packets cannot be faxed – **it must be mailed**. Our mailing address is:

Community Ties of America, Inc.,
45-955 Kamehameha Highway, Suite 300
Kaneohe, HI 96744

Please make sure you keep a copy of all your forms because we will not return any forms to you.

Where can I get a background check form?

<http://hawaii.gov/dhs/backgroundcheck> or CTA will be happy to fax you one; what is your fax number?

Do I need to notify CTA of changes in phone numbers?

Yes. Use change report form or write it on a plain sheet of copy paper and fax to us.

Who do I notify when going on Vacation?

Contact your CMA. CTA does not need to know. If we come to your CCFFH we expect you to have **approved** caregivers with your clients.

Do I need to notify CTA if my name changes?

Yes. Use the change report form or plain paper and fax or mail to us. Do not call and report this.

What do I do about remodeling my residence?

Notify your CMA in case they need to relocate a client due to health issues. You do not have to notify CTA until the renovation is complete.

A CTA Compliance Manager will contact you to schedule an inspection to ensure your home meets all the requirements

I need to add a house hold member; what do I do?

- Report to CTA on the Change Report Form
- Ensure everyone 18 years and older will have:

FREQUENTLY ASKED QUESTIONS

- APS
- Fingerprinting or State Name Check
- TB Clearance
- Keep copies of everything in your file for the Compliance Manager to view them at your next home inspection
- PCG is required to complete and submit another Disclosure Form to CTA

How do I notify CTA that I am moving?

- **IMPORTANT – HOME HAS TO BE INSPECTED BEFORE YOU CAN MOVE**
- Complete Change Request form, mail or fax a letter to CTA stating you're moving. Include:
 - Old Address
 - New Address
 - Effective Date of Move
- A CTA Compliance Manager will call you to set up an inspection of the new home.
- CTA requires you to allow 30 days notice to complete home inspection

How do I get my Provider Number?

- On the letter you received with your certificate you'll see telephone numbers for Ohana Health Plan and Evercare. You will need to contact them about this.

Can CTA recommend a Case Management Agency (CMA)?

No. CTA will not recommend a CMA, however, we will be happy to mail or fax a list of CMAs to anyone who requests it. You can also find a list at this link: http://hawaii.gov/dhs/protection/social_services/adult_services/CM%20list%20for%20website.pdf

What are the requirements to start up a foster home?

Please give me your name and address and we will send you an application packet of information explaining exactly what the requirements are. There are too many requirements to explain to you over the phone.

What are the requirements to become a PCG?

- You need to be a Nurse Aide that has graduated from an approved State of Hawaii school, a Certified Nurse Aide, a LPN or RN
- You need 1 year of in-home experience totaling 1920 hours in a 12-month period of time. (Maui and Kawai can have the experience in a facility.)
- You need to have fingerprinting and adult protective service background checks done through Insights To Success (ITS)
- You must live in the home with your clients
- You must complete a disclosure form notifying us of any possible issues that could affect your ability to care for clients in your home
- You must complete an application and comply with all requirements.

What are the requirements to become a SCG?

If NOT previously approved by CTA:

- DO NOT MAIL ORIGINALS. Please MAIL (DO NOT FAX) us copies because we will not return papers to you unless there is a problem/question/package is incomplete

FREQUENTLY ASKED QUESTIONS

- The PCG should **MAIL** CTA an Initial Substitute Caregiver Request Form along with copies of all the requested information.
- Once a CTA Compliance Manager has reviewed and approved your SCG request, we send an approval to the PCG
- SCG CANNOT TAKE CARE OF ANY CLIENTS until she/he is trained (RN Delegation) by a CMA for EACH client who is under the SCG's care

** Please allow **30 days** to approve

CTA-Approved:

- Mail, fax or email the SCG Change Notification form to CTA; we do not need all the other paperwork because the SCG is already CTA-approved. Please fill out the form completely; the PCG and SCG must sign the form. If the PCG is removing an SCG, then only the PCG must sign.
- **NOTE:** It is the PCG's responsibility to ensure all their SCGs' certifications are current and they keep all paperwork in their employee files.

Who must have fingerprint and background checks?

- PCGs
- SCGs
- Anyone 18 years old and over who resides in the home (even if they do not care for the client).
- EXCEPT FOR the client(s) – Clients do not need fingerprint or background checks

How can I obtain the Background Check form?

- <http://hawaii.gov/dhs/backgroundcheck>
- Please make copies and keep a copy because you will use this form repeatedly.

I completed my background checks, now what?

- Follow the application process noted on the form we sent you. You must have everything together and ready for your home inspection before you send in your completed application to us. If your application is incomplete or you are not ready, you will be denied and will need to reapply and start the process over again.
- Questions specific to the forms, in addition to CTA staff, can also be directed to 677-2201-Margie or 677-9378-Lani (Home Association)

Name Check (eCrim)

- AFTER Nov. 2008: Year 1, Year 2, Skip 1 Year, then Begin Every Other Year
- Obtain eCrim from: <https://ecrim.ehawaii.gov/ahewa/validate.do>

Adult Protective Services (APS)

- Adult Protective Services (APS) local to Hawaii - 2 Sided; signed by Insights to Success (not CTA)
- AFTER 2008: Year 1, Year 2, Skip 1 Year, then Begin Every Other Year
 - For New Home Applications: Must be within 6 months to be valid.
EXAMPLE: if fingerprinted January, July isn't valid; need to re-do form

FBI-Fingerprint & State Name Check forms:

- www.hawaii.gov/dhs/backgroundcheck.com
- EVERYONE Over 18 Must be Fingerprinted/Background Check

FREQUENTLY ASKED QUESTIONS

- Done AFTER 11/1/2008, fingerprint two times back to back. PERIOD. No More.
- State Name Checks are still required every other year.
- ONLY FOR NEW HOME APPLICATIONS: Must be within 6 months to be valid. So if fingerprinted January, July date isn't valid when submitting paperwork; fingerprint must be done again

Tuberculosis (TB) – my skin test came up *positive*. When do I need to get checked again?

Annually. Caregiver has to have proof yearly they're free of symptoms of TB; can be chest X- ray and a medical exam by their physician stating "there is no evidence of TB."

Alternate Transportation Plan Form

If the PCG chooses to have a company (e.g., HandiVan or The Cab) act as a Substitute Driver:

- The PCG must fill out the Alternate Transportation Plan

If the SCG is a substitute driver:

- The PCG should keep in their employee notebook:
 - SCG proof of insurance
 - Current driver's license

OR

- Can purchase a Non-Owner's Policy on the PCG's car. PCG should keep a copy for the SCG file for recertification

When do I complete an Adverse Event?

- If my client dies
- If my client goes to ER
- If my client is admitted to a hospital
- If my client falls
- If I make a medication error
- If my client runs away from the foster home
- If my client has skin breakdown
- If APS comes to my home to investigate

What is the difference between a CNA (Certified Nurse Assistant) and an NA (Nurse Aide)?

A Nurse aide is someone who has taken and passed an approved school nurse aide class of 100 hours or more and has a certificate from the school to prove it.

A CNA stands for Certified Nurse Aide and is someone who has taken and passed a 100 hour or more class from an approved school and then has taken and passed the American Red Cross test for a certified nurse aide and has a certification from the Red Cross that must be updated every two years in an approved school.