

FREQUENTLY ASKED QUESTIONS

Who is Community Ties of America's (CTA)?

- CTA provides regulatory oversight of the Community Care Foster Family Home (CCFFH), Adult Day Care Centers (ADCC), and Nurse Aide Training and Competency Evaluation Program (NATCEP) programs for the Department of Health (DOH), Office of Health Care Assurance (OHCA) and the Department of Human Services (DHS).
- CTA RNs conduct unannounced visits and inspections annually. Generally speaking, the only time an inspection will be announced (or scheduled) will be for a new CCFFH or if the CCFFH is moving.

What are CTA office hours?

8:00am – 4:30pm Monday through Friday. The office is closed most State and Federal holidays.

Dropping off forms to the CTA office will not expedite processing. It is best to fax information to CTA.

What is Community Ties of America's (CTA) contact information?

CTA's telephone number is 808-234-5380. Fax number is 808-234-5470.

Note: Rather than repeatedly calling the office, leave a voicemail and CTA will return your call. CTA will return your call within 24 hours.

Mailing address:

Community Ties of America, Inc.
500 Ala Moana Blvd., Suite 7400
Honolulu, HI 96813

I need information on:

- | | |
|--|----------------------------|
| • Invoice and DOH Payment: | abel.aquino@doh.hawaii.gov |
| • SCG Applications/Approvals and CCFFH Certificates: | a.byrd@comties.com |
| • Vacancy Reporting: | a.byrd@comties.com |
| • New CCFFH Applications already sent to CTA: | s.clark@comties.com |
| • Complaints for CCFFH and CMA Program: | s.edmondson@comties.com |
| • ADCC Information and Complaints: | d.baumgart@comties.com |
| • NATCEP Information and Complaints: | j.hastings@comties.com |

Please do not call CTA and ask if we have received your fax. The faxes are routed to several individuals. If CTA is requiring any information from you, we will contact you.

If you fax any type of application, please allow 2 weeks before contacting CTA to allow us time to begin processing the application.

Where can I find CTA's website to obtain forms and other information?

<http://www.comties.com/ccffh-forms>

Where can I find CTA's Helpful Videos?

- There are helpful how to videos on CTA's website including information for new applicants and writing Plan of Correction.

<http://www.comties.com/helpful-videos>

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Where can I find CTA's Newsletters?

<http://www.comties.com/ccffh-newsletters>

Where can I find COVID-19 Resources?

<http://www.comties.com/covid-19-resources>

What can I look for during an inspection?

- CTA will inspect all the CCFFH paperwork, clients' paperwork, and the physical property of the CCFFH (both inside and outside). The goal is to have as safe an environment as possible for every client who resides in every CCFFH.

What is a Primary Caregiver (PCG)?

- A PCG is the main caregiver and lives full time in the CCFFH.
- The PCG's name is on the CCFFH Certificate.
- At a minimum, the primary caregiver (PCG), must be a Nurse Aide who graduated from an approved school, a Certified Nurse Aide, a LPN, or RN

I used to be a Primary Caregiver (PCG) and closed my CCFFH. What are the requirements to re-open my CCFFH?

- Requirements are the same as for a new applicant. Submit the CCFFH application along with supporting documentation. See Application Process on CTA's website.

What is a Substitute Caregiver (SCG)?

- The SCG is the PCG's backup caregiver when the PCG is out of the CCFFH. All SCGs must be approved by CTA and trained by the client's case management agency.
- Household members who have not attended a NATCEP program can be approved by CTA as a SCG for <3 Hour in a 24-hour period. (2 client home only)

Can I train someone to be a SCG without CTA approval?

- No. Training anyone as a caregiver without CTA approval may result in revocation of the CCFFH Certificate.

How does a CCFFH add a SCG?

If the SCG has never been approved by CTA:

- When applying to open a CCFFH, do not send your SCG Application to the CTA office. The SCG Application remains in the CCFFH. The RN Compliance Manager will review the SCG application during the on-site inspection.
- If it is to work in an existing CCFFH and the SCG has never been approved, submit the Substitute Caregiver Application Form (either the 1 and 2 Bed SCG Application or the 3 Bed SCG

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Application) along with copies of all the supporting documentation as listed on the SCG Application Form.

- Upon approval of the SCG request, CTA will send the SCG approval to the SCG applicant. (The PCG is to obtain a copy of the SCG Approval Form from the SCG.)
- SCG cannot provide client care until CTA approval and the SCG has received RN Delegation by a Case Manager.
- ** CTA has 30 days to approve all SCG applications.

If the SCG is already approved:

- Complete the SCG Change Form then file it in the CCFFH administrative binder. Don't fax it to the CTA office as the RN Compliance Manager will check it during inspections.
- Obtain a copy of the SCG Approval Form from the SCG and maintain that and all other required documentation in the CCFFH administrative binder.
- The SCG can begin working only after the SCG receives RN delegation from the client's CMA.

How do I remove an SCG?

- Complete the SCG Change Form and file a copy of this form in your CCFFH file. **Do not fax it to the CTA office**, just keep it in the binder and CTA will check it during the annual inspection.
- PCG is required to sign the form; SCG's signature is not required.
- Do not remove SCG requirements from the administrative binder until reviewed by CTA inspectors, CCFFHs are to comply with all requirements through the day of removal.

I am a SCG, what are the requirements to open a CCFFH?

- Submit the 1 or 2 Bed CCFFH application along with supporting documentation. See CCFFH New Home Application Process on CTA's website.

What are some of the requirements to open a CCFFH? (See <http://www.comties.com/ccffh-forms> for more detailed information).

At a minimum, the primary caregiver (PCG) must be a Nurse Aide who graduated from an approved, a Certified Nurse Aide, a LPN or RN

For Job Experience, **see the Job Experience Form Instructions** for more detailed information.

- PCG must have 1 year (and a minimum of 1,920 hours) of **In-Home** experience as a NA, CNA, or LPN in the USA. Facility experience is not accepted.
 - State of Hawaii licensed RNs do not require work experience.
- **EXCEPTION:** PCG Applicants on Maui, Kauai, Lanai, and Molokai -- facility experience is accepted.

Current background clearances (see <http://www.comties.com/ccffh-forms> for more detailed information):

- Clearances must not be more than 6 months old.

The PCG must currently reside in the Community Care Foster Family Home. See the application information listed on CTA's website at <http://www.comties.com/ccffh-forms> for more detailed information.

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What qualifies as in-home care job experience?

- See the Job Experience Form Instructions at <http://www.comties.com/ccffh-forms> for more detailed information.

Can my household member watch my clients and help me care for clients?

- Only with CTA approval as a <3 Hour SCG and only in a 1 or 2 bed CCFFH.
- Training requirements include everything but the NA Course.
- Before any client care can occur, the client's CMA needs to delegate to the SCG.

Can I have a Volunteer or Personal Assistant help with my clients without CTA approval?

No. Only PCGs and approved SCGs may provide care to a client.

- Anyone found with a Volunteer or Personal Assistant helping with client care who is not an approved SCG may result in a fine or revocation of a CCFFH Certificate.

What are the ongoing training requirements?

- Blood borne training is required every calendar year.
- CPR/1st aid is required every two years based on the expiration date. LPNs and RNs do not need 1st aide.
- 1 and 2 bed CCFFHs:
 - The PCG is required to get 12 hours and the SCGs 8 hours of relevant in-service training each calendar year.
- 3 bed CCFFHs:
 - Both the PCG and SCG are required to get 12 hours in 12 months OR 24 hours in 24 months of relevant in-service training.
- Confidentiality training – is required only once unless the CCFFH changes its policies.
- The CCFFH is required to train all SCGs and adult HHMs on their client confidentiality policies and procedures.
- There is a sample form on the CTA website that may be used or the CCFFH may develop its own.

How can I become a 3-client CCFFH?

- The PCG must be at least 21 years old.
- CCFFH must have been open at least one year and have had clients for at least 11 months at the time of the inspection.
- During a CTA on-site inspection (not after), notify the RN Compliance Manager that you would like to increase to a 3-bed CCFFH.
- See 3 Bed certification requirements document on the CTA website.

Can I add an SCG in a 3-client CCFFH who does not have experience?

- No. The SCG must already have 1 year (and at least 1,920 hours) of experience which includes working in homes OR a medical facility.

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- Using a caregiver without CTA approval or who does not meet these requirements may result in fine or revocation of the CCFFH Certificate.

Can I add an SCG in a 3-client CCFFH who is 18 years old?

- No. The SCG must be at least 21 years old.

When Do I Need to have an Alternate Transportation Plan?

- If any caregiver will not be driving clients, add all caregivers to one form. Do not keep plans for each caregiver. Keep the plan in your binder and CTA will review and sign it during inspections.

Someone has moved in or out of my CCFFH. Should I report it to CTA?

- Yes. PCG must complete the PCG Disclosure Form and fax it to the CTA office anytime anyone moves in or moves out.
- If a person moves in and stays longer than 30 days, they are required to obtain a TB clearance, if applicable, background checks, and privacy/confidentiality training.
- Do not include clients in the number of people living in the home on the disclosure form.

Someone has turned 18 years old in my CCFFH. Should I report it to CTA?

- Yes. PCG must complete the PCG Disclosure Form and fax it to the CTA office. The person that turned 18 must complete all adult HHM requirements within 30 days.

Where can I find COVID-19 Information and Forms on the CTA Website?

- <http://www.comties.com/covid-19-resources>

What do I do if I go on Vacation?

- Contact the clients' CMAs.
- CTA does not need to know.
- If CTA comes to the CCFFH to conduct an inspection while you are on vacation, CTA expects to see an approved and RN delegated caregiver staying with the clients.
- If the CCFFH is a 3-bed CCFFH, any SCG who is a NA cannot work longer than 5 hours a day up to 28 hours a week while a primary caregiver is on vacation, working or out of the CCFFH. A SCG who is a CNA will need to cover all other hours.
- All 3 bed homes are to keep a sign in/out sheet showing the number of hours anyone works in the CCFFH when the PCG is absent for any length of time.

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

- Yes. Fax the Information Change Request Form (<http://www.comties.com/ccffh-forms>) to CTA.

Do I need to notify CTA if my name changes?

- Yes. Any PCG or SCG whose name has changed must submit the Information Change Request Form attach a copy of a legal document (e.g., Marriage License or Divorce decree) showing both the former and current name. A new certificate will be issued to the CCFFH or if a SCG, a SCG Approval Form.

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How do I notify CTA I am moving?

- For planning purposes, a minimum of 15-day notice is requested.
- The new home must be inspected before a PCG can move the clients.
- Submit the Information Change Request Form (<http://www.comties.com/ccffh-forms>) or provide CTA with a letter and include:
 - Your name
 - Old Address
 - New Address
 - Anticipated Move Date
- A CTA Compliance Manager will call the PCG to schedule an inspection of the new home.

I want to remodel or renovate my CCFFH. What do I do?

- Contact CTA and let them know you will be having construction in your home. You can fax them a letter notifying them or call the office and let them know.
- Only use a State of Hawaii licensed professional. Prior to any structural changes, notify CTA by sending a note describing the changes along with any applicable building permits. Notify the client's CMA in case they need to relocate a client due to potential health issues (dust or paint fumes).
- Upon completion, notify CTA. A CTA Compliance Manager will contact the CCFFH to perform a new physical inspection to ensure the Hawaii Administrative Rules continue to be met.

Can CTA recommend a Case Management Agency (CMA)?

- No. CTA cannot recommend a CMA. Your clients must choose from the list of current CMAs on CTA's website. You cannot choose your client's CMA for them as doing so would be a violation of their right to choose.

What are background checks?

- Fingerprint Clearance - national criminal history check
- Hawaii State Name Check (aka eCrim) - State of Hawaii criminal history check
- Adult Protective Services (APS) registry clearance - Checks State of Hawaii APS confirmations of abuse/neglect or mistreatment of adults.
- Child and Abuse and Neglect (CAN) registry clearance - Check State of Hawaii CPS confirmations of abuse/neglect or mistreatment of children.

Who must have background checks?

- PCGs
- SCGs
- Adult Household Members 18 years and older who live in the CCFFH (even if they don't provide any care to any client).
- Clients do NOT need background checks.

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How do I obtain background checks?

- You may email fieldprint at customerservice@fieldprint.com.
- Fingerprints, APS/CAN are done through Fieldprint. See “How to Obtain Fieldprint Background Checks” at <http://www.comties.com/ccfh-forms>. Note: when Fieldprint sends the email notification that your results are ready to view **you only have 90 days to view and print them for your records**. After 90 days you will not be able to access that record.
- When due, Hawaii state name check (aka eCrim) are to be done online at <https://ecrim.ehawaii.gov/ahewa/> Instructions can be found on the CTA website. Make sure your eCrim is **validated/certified**.

Background check schedule for PCGs, SCGs and adult HHMs

- If you have any questions about background checks see the DOH website at <https://health.hawaii.gov/ohca/home/how-to-obtain-a-background-check/>.
 - 1st year - Fingerprints and APS/CAN
 - 2nd year - Fingerprints and APS/CAN
 - 3rd year - There are NO requirements
 - 4th year and every other year after that - eCrim (aka Hawaii State Name Check) and APS/CAN
- If a Fieldprint results in a Red-Light Determination, an exemption must be submitted to Fieldprint within 30 days of receiving the Red-Light Determination. Exemptions can take up to 45 days or longer to process. See <https://health.hawaii.gov/ohca/home/how-to-obtain-a-background-check/> and scroll down to the bottom of the page until you get to Appeal Rights.
- If an eCrim has a history on it and the finding is less than 10 years old, an exemption must also be submitted to Fieldprint.
- An exemption is required for each red light or each time an eCrim is completed with a finding.
- If an exemption is denied, follow the instructions on the denial letter.

Tuberculosis (TB)

- Clearance must be completed annually within 335-395 days of the last result. Please go to the Department of Health website at <https://health.hawaii.gov/tb/> to view current requirements or visit CTA’s website to determine if a TB clearance is necessary.

When should I complete an Adverse Event?

- If a client dies
- If a client goes to ER
- If a client is admitted to a hospital
- If a client falls
- If a medication error was made
- If a client wanders away from the foster home
- If a client has skin breakdown/pressure sores, any type of injury
- If APS, Ambulance, Fire or Police come to the home.
See HAR §11-800 for more details.

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

- For information on becoming a NA or CNA, visit <https://www.prometric.com/nurseaide/hi>
- A Nurse Aide is someone who has successfully completed an approved Hawaii Nurse Aide school consisting of 100 hours or more class time and received their NA certificate.
- A CNA (Certified Nurse Aide) has successfully completed an approved Hawaii Nurse Aide school consisting of 100 hours or more of class time and then passed the Prometric's test to become a CNA.
- Certification from Prometric must be renewed every two years to remain certified.

**Graduates from other U.S. State approved Nurse Aide Training Programs are also accepted when CTA can verify the training was at a state approved program or the CNA has received a Hawaii CNA certificate from Prometrics through reciprocity.

Where do I get information on general liability insurance I need for my CCFFH?

Contact your insurance company and ask them for guidance or call one of the home associations for information.