

# PERFORMANCE AUDIT

Work in progress: Audit description

## I-1163: Following up on selected issues from previous audits

Initiative 1163, approved by voters in 2012, requires many long-term care workers to complete 75 hours of training in order to provide in-home care to the elderly and people with disabilities. The ultimate goal of the training is to improve the quality of care these vulnerable populations receive.

The Department of Social and Health Services (DSHS) is responsible for approving training curricula and instructors. DSHS contracts with the Training Partnership to develop and deliver the training to the majority of home care workers. The Training Partnership is a nonprofit school formed by the Service Employees International Union and participating employers including the state of Washington.

The Department of Health (DOH) is responsible for certifying that caregivers have completed 75 hours of training, submitted an application for certification, and successfully passed both knowledge and skills tests. The agency contracts with a private testing company to organize and administer the test at sites available across the state. Care workers must become certified within specific time frames.

However, previous audits conducted by our Office have identified barriers to training completion and certification of home care aides. For example, long delays between completing training and taking the test meant applicants were less likely to pass the exams. We also noted some challenges with the relevance of required training for some populations.

### Preliminary scope and objectives

Initiative 1163 requires regular performance audits of the state's long-term in-home care program. This audit, our eighth of the program, will follow up on four recommendations from past I-1163 audits. This audit seeks to answer the following questions:

1. What progress has DOH made to allow home care aide applicants to schedule tests during their training?
2. Has DOH developed objective criteria to determine the number and location of test sites, and how often sites should be made available for tests?
3. Has DSHS worked with the Training Partnership and community instructors to increase training locations and adopt flexible schedules?
4. What methods does DSHS use to ensure alignment between training content and client needs?



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