FREQUENTLY ASKED QUESTIONS

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 the processing of forms. It is best to mail or 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.

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

Where can I find CTA's website to obtain forms and other information?
http://www.comties.com/Hlforms.html
http://comties.com/hawaii.html

What are some of the requirements to open a CCFFH?
- The primary caregiver (PCG) needs to be a Nurse Aide who graduated from an approved State of Hawaii school, a Certified Nurse Aide, a LPN or RN (graduation can be from another U.S. State approved NA school)
  - o The PCG needs 1 year (AND AT LEAST 1,920 HOURS) of In-Home experience as a NA, CNA or LPN in the USA. State of Hawaii licensed RNs do not need work experience. Exception: Applicants on Maui, Kauai, Lanai, and Molokai can have the experience in a facility.
- Current background clearances:
  - o If new to the CCFFH system, clearances must not be more than 6 months old.
  - o If person has been in the CCFFH system, CTA will honor past clearances including CCFFH, RACCP, and CMAs.
- The PCG must live in the Community Care Foster Family Home
- See the application information listed on CTA's website for more information

What qualifies for in-home care job experience?
- Qualifying experience includes working in a care home, an ARCH, an E-ARCH, a CCFFH, Home Hospice, Home Health and other similar settings. See Job Experience Form requirements and instructions for more detail.

I used to be a Primary Caregiver (PCG) and closed my home, what are the requirements to re-open?
- Submit an application with current documentation. See Application Process on CTA's website.

I am a SCG, what are the requirements to open a CCFFH?
- Submit an application with current documentation. See Application Process on CTA's website.

What is a Substitute Caregiver (SCG)?
- The SCG is the PCG's backup caregiver. All SCGs must be approved by CTA and trained by the client's case management agency. This includes < 3 hour SCGs.

Can my household member watch my clients and help me care for clients?
Only with CTA approval as a SCG and training by the client's CMA.

Can I have a Volunteer or Personal Assistant help with my clients without CTA approval?
- No. Only PCGs and SCGs may provide care to clients
- Anyone found with a Volunteer or Personal Assistant helping with clients who is not approved by CTA to be a SCG may result in revocation of a CCFFH Certificate.

Can I train someone to be an SCG without CTA approval?
- No. Training anyone as a caregiver without CTA approval may result in revocation of the CCFFH Certificate. Individuals who are not household members should not receive training or be allowed to observe a caregiver unless an approved SCG. Any individual who observes care would need consent from the client allowing the observation, a TB clearance and Background checks.

How does a CCFFH add a SCG?
If the SCG has never been approved by CTA:
- The SCG applicant should submit the Initial Substitute Caregiver Approval Request Form along with copies of all the requested information.
- Once CTA has reviewed and approved the SCG request, CTA sends an approval to the SCG.
- SCG CANNOT TAKE CARE OF ANY CLIENTS until she/he is CTA approved and has received RN Delegation by a Case Manager

** CTA has **30 days** to approve SCG applications

If the SCG is already CTA-Approved:
- Submit the SCG Change Notification form to CTA
  - If the SCG will be a driver for clients, keep proof of their auto insurance declarations page showing adequate coverage in the home file.
  - If the SCG will not be driving clients, submit the PCG's Alternate Transportation Plan adding that SCG.
- After submitting the SCG Change Notification Form to CTA, do not have to wait for any response or paperwork from CTA. No approval will be issued as the SCG is already approved. However, be sure to have a copy of their first (and only) approval in the home file. The SCG can begin working **AFTER** he/she receives RN delegation from the CMA.

How do I remove an SCG?
- Submit the SCG Change Notification form to CTA and circle REMOVE, keep a copy of this form in the CCFFH file for recertification reviews.
- PCG is required to sign the form; SCG's signature is not required

How can I become a 3-client home?
- CCFFH must have been open at least one year and have had clients for at least 11 months.
- CCFFH must have at least 2 SCGs linked to the home who have at least 1 year (and 1,920 hours) of experience and are at least 21 years old.

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

When Do I Need To Fill Out An Alternate Transportation Plan?
- If any caregiver will not be driving for clients, add all caregivers to one form. Do not keep plans for each caregiver.

Someone Has Moved Into Or Out Of My Home. Do I Need To Report To CTA?
Yes if the person moving in is staying longer than 30 days. If someone is moving out, CTA will also need to be notified.
- Let CTA know immediately when someone moves into the home. Complete a disclosure form letting CTA know who moved in/out and the date they moved in/out.
- Do not include clients in the number of people living in the home on the disclosure form.

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, CTA expects there to be an **approved** and trained caregiver 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.

Do I need to notify CTA of changes in phone numbers?
Yes. Submit the Change Request Form or write a letter.

Do I need to notify CTA if my name changes?
Yes. Submit the Change Request Form or write a letter. Attach a copy of a legal document showing the former and current name. A new certificate will be issued to the CCFFH.
If a SCG changed their name, also submit a copy of a legal document showing the former and current name. CTA will issue the SCG a SCG Approval with their new name to keep files current.

How do I notify CTA I am moving?
- <u>MINIMUM 15 DAYS NOTICE</u>
- HOME MUST BE INSPECTED <u>BEFORE</u> the CCCFFH MOVES with clients
- Submit the Change Request form or provide CTA with a letter. Include:
  - Your name
  - Old Address
  - New Address
  - Effective Date of Move
- A CTA Compliance Manager will call the CCFFH to schedule an inspection of the new home.

What do I do about remodeling my residence?
Notify the client's CMA in case they need to relocate a client due to health issues and notify CTA so CTA is aware. Please notify CTA when the renovation is complete. A CTA Compliance Manager will contact the CCFFH to schedule an inspection to ensure the home meets all the requirements.

Can CTA recommend a Case Management Agency (CMA)?
No. CTA will not recommend a CMA. However, the list of current CMA's is on CTA's website.

What are background checks?
--Fingerprint clearance
--Hawaii State Name Check (aka Ecrim)
--Adult Protective Services (APS) registry clearance

--Child and Abuse and Neglect (CAN) registry clearance

Who must have background checks?
- PCGs
- SCGs
- Anyone 18 years old and over who resides in the home (even if they do not care for the client).
- Clients do NOT need background checks

How do I get background checks?

Fingerprints, APS/CAN are done through Fieldprint. See "How to Obtain a Background Check" at
http://health.hawaii.gov/ohca/home/how-to-obtain-a-background-check/

Hawaii state name check (aka ECrim) can be done online at https://ecrim.ehawaii.gov/ahewa/
Instructions can be found on the CTA website

Background check schedule
For someone who has already been in the CCFFH system- submit current requirements depending on the following schedule: (CTA will honor past clearances done for CCFFH programs, as well as RACCP, CMAs, ADCCs)

- 1st yr   Fingerprints and APS/CAN
- 2nd yr   Fingerprints and APS/CAN
- 4th yr and every other yr after that-eCrim (aka Hawaii State Name Check) and APS/CAN

*If fingerprint clearance was obtained before Nov 2008, that is the only fingerprint clearance required. Proceed to eCrim schedule.

All past clearances for CCFFH programs will be taken into account.

If a Fieldprint result has a red light, an exemption needs to be submitted to Fieldprint within 30 days of receiving the red light determination. Exemptions can take up to 45 days to process.

Tuberculosis (TB)
Clearance must be done annually within 335-395 days of the last result
Please go to the Department of Health website to view current requirements:
http://health.hawaii.gov/tb/

When do 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 or pressure sores
- If APS, Ambulance, Fire dept or Police come to the home

SEE Hawaii Administrative Rules §17-1454 for more details.

What is the difference between a CNA (Certified Nurse Aide) and an NA (Nurse Aide)?
A Nurse Aide is someone who has taken and passed an approved school (in Hawaii) Nurse Aide class of 100 hours or more and has a certificate from the school to prove graduation.

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

**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