



Long-Term Care Regulation Provider Letter

Number: PL 2018-22 (Revised 7/6/2023)
Title: Initial Administrator Training Approval
Provider Types: Home and Community Support Services Agencies (HCSSA)
Date Issued: October 3, 2018

1.0 Subject and Purpose

The purpose of this revision is to correct the method of packet submission in 2.3. All revisions are in red.

2.0 Policy Details & Provider Responsibilities

2.1 Initial Administrator Training Requirements

Any administrator or alternate administrator who is so designated for the first time on or after December 1, 2006, is required to complete:

- prior to designation, 8 hours of initial training in the administration of a HCSSA; and
- 16 clock hours of training in specified subjects before the end of the first year after designation to the position and not more than one year prior to that designation.

2.2 Training Providers

Independent contractors or licensed agencies must either seek prior approval from Health and Human Services Commission (HHSC) Long-term Care Regulatory (LTCR) or receive approval by an academic institution, a recognized state or national organization, or an association. An academic institution, a recognized state or national

organization or an association does not have to seek prior approval from HHSC to offer training.

2.3 Packet Submission

Entities who wish to become approved HCCSA training providers must submit documentation to the LTCR Policy, Rules and Training Section using HHSC [Form 2026](#). LTCR staff will review and provide a written approval or denial.

Classroom type submissions must include a full agenda with timeframes. If a submission does not include enough detail to ascertain the curriculum's compliance with the regulations, HHSC will request additional information.

When submitting an online course, all the curricula must be submitted in hard copy, or the requestor must provide online access to the curriculum.

The packet must include HHSC [Form 2026](#) and the following attachments for each course:

- copies of mock certificates;
- trainers contact information;
- the clock hours and duration of each course;
- a course outline, discussion topics and objectives;
- a job description for the trainers;
- speaker resumes, or curriculum vitae for the trainers;
- marketing strategy and brochures, if applicable; and
- other information you feel will be helpful to complete the review.

Email the completed packet to the joint training mailbox:

LTCRJointTraining@hhs.texas.gov

2.4 Criteria for Curriculum Approval

HHSC will evaluate the submitted [Form 2026](#) and attachments for the following components in considering requested training course approval.

- The content must accurately and sufficiently cover topics required by [26 TAC, §558.259](#).
- The course objectives must match the content of the training.
- The provider must verify successful completion of the course using quizzes that effectively evaluate how well the content is learned.

- The training must have a mechanism to ensure and verify the participant receives the required clock hours the course offers.

2.5 Process for Approval

The timeframe to approve a complete submission is approximately 45 working days after being received by LTCR staff. However, if the submission is not complete, LTCR staff may contact the requestor by telephone or email to obtain additional information. Requestors may submit additional information via facsimile, postal service or electronic mail.

If approved, the requestor must maintain a copy of the approval letter and make available a copy of this approval letter to each participant. This approval letter will expire five years from the date it is issued.

If denied, LTCR staff will send a letter to the requestor with the reasons for denial. If the provider wishes to continue to pursue approval after denial, the provider may resubmit all documents with revisions as appropriate.

Training approval applies only to the training curriculum described in the submitted Form 2026 and attachments, and any other documentation upon which HHSC's approval was based. If any future changes are made in the curriculum, including additional topics, the revised curriculum must be resubmitted in accordance with the instructions in 2.3 and 2.4 above with a new Form 2026.

2.6 Renewal

HHSC training approval is limited in duration in order to provide a system for periodic evaluation of whether an approved training subsequently meets training approval criteria listed in this PL.

Once the training approval expires, a training provider offering that training no longer has approval to offer that course. Training providers must resubmit training materials for each course at least every five years to ensure the course content reflects any rule amendments. When resubmitting a course, a requestor must submit the documentation required of a new training submission as described in this PL. Please allow the same timeframes described in 2.5 for approval.

All currently approved providers will be contacted by HHSC within a five-year period, requesting a resubmission of all courses.

2.7 List of Authorized Providers

HHSC maintains a list of approved providers of HCSSA administrator training on the HHS website. To be placed on the list, the requestor must provide the name of the entity, contact name, e-mail address, telephone number, and website on Form 2026. Being placed on the public list does not indicate HHSC endorsement of the training provided. A current list of approved or known training providers is available on the Health and Human Services website at: [Providers of Administrator Training](#).

3.0 Background/History

When HHSC first began approving training for administrator training, most training was offered in a classroom setting, in which the required clock hours mandated in [26 TAC, §558.259](#) are easily measured. Online courses are now quite prevalent, and time spent in online training may vary among individuals. Regardless of how training is delivered, participants are required to meet the required clock hours. The new condition for approval listed in this letter seeks to address the disparity between online and classroom training and ensure the measurement of clock hours is consistently applied.

Previously administrator training approvals did not expire but did include a provision when changes were made to update LTCR of those changes. This PL eliminates lifelong approvals and places an expiration date on all approvals to ensure that materials being delivered reflect current HCSSA licensure standards.

4.0 Resources

[Form 2026](#)

5.0 Contact Information

If you have any questions about this letter, please contact the Policy and Rules Section by email at LTCRPolicy@hhs.texas.gov or call (512) 438-3161.