

# ALF/RCF ADMINISTRATOR LICENSING FREQUENTLY ASKED QUESTIONS

*For additional questions, please contact:*

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## Q: I've completed the 40-Hour Training Course. What Do I Do Now?

**A:** Gather ALL requirements as outlined on the application and then submit the completed application to the HLO **VIA POSTAL MAIL**. Since the application is considered a legal document, you must submit the original application with true ink signatures. Applications will NOT be accepted electronically

- HLO needs the completed application with ALL requirements before a license can be issued.  
View the list of the requirements on [PAGE 4 of the application](#).
- Application Fee: HLO strongly encourages applicants to pay the full amount of \$355 with the application, regardless of how the individual is testing. If payment is not included, applicant can expect significant delays in approval.
  - Application Fee \$100
  - Exam Fee: \$125
  - Licensing Fee: \$130
- Once received, all applications are reviewed by HLO for completeness.
  - Applicants will be sent an email letting them know if any additional information is needed to complete the application.
  - Applications will be mailed back to the applicant if it is received without payment and/or IDs, etc. Any application that is mailed back will be sent to the address listed on the application by the applicant, with a letter explaining why the application was mailed back and what is needed to complete it.

## Q: How do I sign up to take the exam?

**A:** Currently, the exam is available in-person by appointment only or online.

- **To test in person:** HLO will need to have the completed application on file in order to schedule an appointment to take the exam.
- **To test online:** Follow the instructions for accessing the exam on [Workday Oregon](#).

To schedule an appointment for testing, the HLO will need to have an application on file. Applicants are strongly encouraged to submit all documentation prior to testing. This way, if the applicant passes the exam, he/she can walk out with the license that day.

If the applicant passes the exam in person but does not have a completed application at the time of testing, then the remaining documents will need to be received before a license will be issued. Since the license is not automatically printed at the time it is created in our system (unless the individual is in office, has a completed

application and passed the exam), having an incomplete application at the time of testing can result in an additional several weeks delay in receiving the license.

- **Exam Fees:** Applicants will only have to pay the exam fee of \$125 one time, regardless of how many times it is taken. HLO strongly encourages applicants to pay all of the fees in full with the application (see previous section for details).
  - **Testing in person:** The exam fee of \$125 will be charged at the time of the appointment.
  - **Testing online:** Currently unavailable

## Q: Does my experience meet the qualifications of 853-035-0000(4)?

**A:** To qualify through **EDUCATION ONLY:** Documentation of a qualifying degree in a health or social service-related field will be needed.

- Copy of a diploma or transcripts that clearly states the applicant's name, the school's name and the specific degree obtained (not just listing a science or a liberal arts degree) is needed.
- Copies of the diploma or transcripts DO NOT need to be official copies directly from the educational institution.

To qualify through **EXPERIENCE ONLY:** The definition set in Oregon Administrative Rule (OAR 853-020-0000 (4)) HLO uses to review experience is as follows: "prior performance in administration, including planning, organizing, directing, staffing, and budgeting of a licensed long term care facility".

- Experience must be of an upper level/managerial experience in a health care setting.
- Letters from any and all employers that list the specific job title(s) held, the exact dates worked in each role and ALL duties performed in each role.
  - Letters must be on company letterhead and from an executive director or HR department.
  - Letters will need to show experience for the last 2 out of last 5 years.
  - If an applicant is/was self-employed or own the facility in which they work, appropriate documentation is needed and reviewed on a case-by-case basis. Contact the HLO office for details.
  - The following **WILL NOT** be acceptable proof of employment:
    - Letters written by friends, coworkers, or someone who did not work at the facility of the applicant at the time will not be accepted
    - A resume from the applicant
    - Letters from individuals who were not a supervisor at that time of employment

To qualify through a **COMBINATION** of education and experience: These are reviewed on a case-by-case basis. The applicant must provide documentation as outlined above for the education/experience to be considered.

## Q: What do I do if my license expires (inactive license renewals)?

**A:** An individual's license becomes inactive one day after its renewal date (which is printed at the top of each license). The license can remain **inactive for up to three years**.

- An inactive license can be renewed at any time. If an individual has an inactive license and would like to renew it, currently, they will need to reach out to our office for the appropriate paperwork and the total amount owed.
  - The individual will need to pay a renewal fee and a late fee for each year the license is inactive.
  - The individual must have maintained the continuing education requirements to bring the license current.
  - Testing will not be required for an individual renewing an inactive license.
- **After three years of being inactive, the license is expired.** The applicant will need to completely reapply, including taking the exam, to get licensed again.

## Q: What are the most common reasons an application is not accepted or is delayed?

- Applicant not completing each requirement for licensure in full.
- Insufficient documentation showing how they qualify for licensure under 853-035-0000(4) i.e., education, experience, or combination).
- Not including all the required documentation with the application.
- Including incorrect documentation with application.
- Not including payment in full for all portions of the licensure process (application fee, exam fee, licensure fee). Delay in payment of any of these fees will lead to delay in receiving/finalizing licensure.