



CHAPCA CERTIFIED

Leadership Program

Candidate Manual

Item	Requirement
Manual Number	CHAPCA-CERT-MAN-001
Applies To	Administrator/Designee; Medical Director/Designee; DPCS/Designee pathways
Policy Owner	President and Chief Executive Officer
Version / Status	Version 1.4 - Board Approved; Operational Revision
Approval Path	Unanimous written consent of the CHAPCA Board of Directors: July 22, 2026
Effective Date	July 22, 2026
Revision Date	July 23, 2026

Read This First

This manual explains the rules for completing CHAPCA CERTIFIED Leadership. The program confirms successful completion of CHAPCA's role-specific curriculum and assessments. CHAPCA does not determine whether a participant is licensed, qualified, appointed, or legally authorized to serve in a hospice management role.

1. Program Purpose

CHAPCA CERTIFIED Leadership is designed to address the hospice certification-program option in Title 22, California Code of Regulations, section 74880 for first-time hospice management personnel. Participants complete the role-specific program selected by the participant and employing hospice.

The program consists of 24 instructional hours delivered over three required program days, with eight instructional hours each day. Lunch is excluded from instructional hours. Following the conclusion of each instructional day, CHAPCA distributes the applicable role-specific assessment electronically. The daily assessments are required completion activities and are not included in the 24 instructional hours.

2. Role Pathways

Pathway	Section	Core Topics
Administrator / Designee	§74880(a)(2)	QAPI; financial management, planning, and operations; hospice regulatory requirements.
Medical Director / Designee	§74880(b)(2)	Medical direction and support; medical knowledge; leadership and communication; ethical and professional conduct; hospice regulatory requirements.
DPCS / Designee	§74880(c)(2)	Patient-care assessment and planning; pain and symptom management; support, education, and advocacy; regulatory compliance and practical considerations.

3. What CHAPCA Verifies

- Correct program pathway was selected and documented.
- Required instruction and assigned materials were completed.
- Attendance and participation requirements were met.
- The participant achieved the required passing score on each assessment.
- Required attestations and completion documentation were completed.

4. What CHAPCA Does Not Decide

- Professional licensure or statutory qualifications.
- Whether the participant is properly appointed or employed in the management role.
- Whether the participant is "first-time" management personnel.
- Whether the certificate was completed within the individual's regulatory deadline.
- Whether the employing hospice has completed the separate 20-hour orientation or annual education.
- Whether the hospice or participant is otherwise compliant with law or regulation.

5. Participant Responsibilities

- Provide accurate identity, contact, employer, and pathway information.
- Attend and participate in all required instruction.
- Complete assessments independently and protect secure content.

- Request accommodations and report access or examination problems promptly.
- Use the certificate accurately and protect it from misuse.
- Provide the certificate and completion documentation to the employing hospice.

6. Employing Hospice Responsibilities

- Determine whether section 74880 applies and whether the individual is first-time management personnel.
- Verify licensure, qualifications, appointment, designation, and employment requirements.
- Determine the applicable completion deadline.
- Provide the separate 20-hour orientation and annual education.
- Review agency-specific policies and procedures.
- Maintain the signed certificate and complete personnel record under sections 74880 and 74884.

7. Continuous Regulatory Review and Current Offering Materials

CHAPCA CERTIFIED lesson plans, instructional materials, legal and regulatory references, faculty guidance, and assessments are living program materials and are not static documents. CHAPCA continuously monitors applicable federal and California laws, regulations, guidance, enforcement activity, survey interpretations, payment requirements, and hospice operational developments. Before each leadership class, webinar, or other program offering, CHAPCA reviews the materials and assessment questions applicable to that offering and updates, replaces, supplements, or retires content as needed to reflect the requirements and information in effect on the date of instruction.

The standards, materials, and assessment rules applicable to a participant are those issued for the specific program offering attended. Content and assessment questions may differ between offerings as laws, regulations, guidance, and hospice operations change.

Routine updates may occur without separate notice before registration when needed for accuracy. CHAPCA will provide participants the agenda, materials, passing standard, and assessment rules applicable to the offering they attend.

8. Policies Incorporated into This Manual

The following candidate policies are incorporated into this manual and control the participant experience. Each policy is also maintained as a separate CHAPCA document.

Policy	Title
CHAPCA-CERT-101	Candidate Role Declaration and Program Applicability
CHAPCA-CERT-102	Attendance and Participation
CHAPCA-CERT-103	Assessment, Passing Score, Retest, and Remediation
CHAPCA-CERT-104	Reasonable Accommodation and Accessibility
CHAPCA-CERT-105	Examination Integrity and Candidate Conduct
CHAPCA-CERT-106	Scoring Correction and Candidate Appeal
CHAPCA-CERT-107	Complaints, Examination Concerns, and Nonretaliation
CHAPCA-CERT-108	Candidate Privacy, Confidentiality, and Records
CHAPCA-CERT-109	Fees, Cancellations, Transfers, Substitutions, and Refunds
CHAPCA-CERT-110	Certificate Issuance, Use, Correction, Replacement, and Misuse

9. Candidate Role Declaration and Program Applicability

CHAPCA requires accurate identity, employer, and selected pathway information. The participant and employing hospice are responsible for selecting the pathway and determining whether it applies. CHAPCA does not approve role qualifications or first-time status.

Required information includes the participant's legal name, contact information, employer, role pathway, hire or appointment date when provided, and supervisor or authorized hospice representative contact.

Material falsification may result in denial of completion or certificate withdrawal.

10. Attendance and Participation

Successful completion requires attendance for all 24 instructional hours across all three required program days. Every required session, module, assignment, and assessment must be completed. Lunch is excluded from instructional hours, and daily assessment completion is separate from instructional attendance time. Attendance may be verified by sign-in, platform records, identity checks, or instructor confirmation.

Missed instructional time must be completed through an approved make-up, later session, or equivalent current module before a certificate is issued.

Participants must not share access credentials, substitute another person, disrupt instruction, or make unauthorized recordings.

11. Assessments, Passing Scores, Retests, and Remediation

An assessment reviewed and authorized for the specific offering is administered after each required day of instruction. CHAPCA distributes each daily role-specific assessment through SurveyMonkey after the instructional day concludes. The passing score is 80% on each daily assessment.

Every required assessment must be passed before certificate issuance. Passing scores may not be waived. Day 1 and Day 2 assessments must be completed before the next instructional day begins. The Day 3 assessment must be completed by 11:59 PM Pacific Time on the next calendar day.

Daily assessments are open-book only to the extent stated in the assessment instructions. Candidates may use CHAPCA-issued slides, handouts, and their own notes. Collaboration, assistance from another person, internet searching, generative artificial-intelligence tools, copying, screen-capture, or distribution of assessment content is prohibited.

CHAPCA communicates pass/fail status electronically and may provide a numerical score. Secure questions, answers, and item-level analysis are not released. A candidate who does not pass may receive up to two retest opportunities. The first retest ordinarily occurs within five business days after required remediation; the final retest must occur within 30 calendar days or at the next available approved assessment session. Retests may use different questions covering the same approved learning objectives.

12. Reasonable Accommodation and Accessibility

Requests should be submitted as early as practicable and ordinarily at least 30 calendar days before the program through info@calhospice.org. Later requests will be considered when reasonably practicable. CHAPCA may request sufficient supporting information when the need or appropriate accommodation is not apparent.

CHAPCA will provide reasonable accommodations that do not waive instruction, lower the passing score, disclose secure content, or fundamentally alter the competency being assessed.

Accommodation decisions are provided in writing and may be appealed.

13. Examination Integrity and Candidate Conduct

Participants must complete only their assigned assessment, follow proctor instructions, and use only authorized materials.

Recording, copying, photographing, screen-capturing, reconstructing, sharing, soliciting, or distributing secure test content is prohibited.

Impersonation, unauthorized aid, falsification, alteration of records, harassment, retaliation, and interference with systems or evidence may result in removal, denial of completion, or certificate-integrity review.

14. Scoring Corrections and Appeals

A scoring correction must be requested within 10 business days after score notice and is limited to objective scoring or record error.

An appeal of an adverse program decision must be submitted within 15 calendar days and identify the decision, standard, specific error, requested remedy, and supporting records.

Contested appeals are reviewed by an impartial panel. Final determinations are issued in writing.

15. Complaints, Examination Concerns, and Nonretaliation

Program complaints should ordinarily be submitted within 30 calendar days. Examination concerns should be reported as soon as feasible and ordinarily within five business days.

CHAPCA may preserve logs, communications, timing data, and other relevant evidence. Remedies may include correction, additional time, rescheduling, retest, training, warning, referral, or no action.

CHAPCA prohibits retaliation for good-faith complaints, appeals, reports, cooperation, or refusal to participate in misconduct.

16. Privacy, Confidentiality, and Records

CHAPCA collects information needed for registration, attendance, assessment, certificate issuance, appeals, complaints, quality improvement, audit, and legal compliance.

Scores and personal records will not be disclosed to an employer or third party without authorization unless required or permitted by law. CHAPCA may verify certificate authenticity using limited information.

Program records are retained for at least seven years after certificate issuance or final case closure, whichever is later.

17. Fees, Cancellations, Transfers, Substitutions, and Refunds

Fees and deadlines will be published in registration materials. Registration is complete only when required information and payment or approved billing arrangements are received.

Cancellation, transfer, substitution, no-show, retest, and replacement-certificate rules will be applied consistently as published.

No person may attend or test under another person's identity. When CHAPCA cancels and cannot offer a reasonable alternative, the program fee paid will be refunded.

18. Certificate Issuance, Use, Correction, Replacement, and Misuse

The CHAPCA CERTIFIED Certificate of Successful Completion is issued only after CHAPCA verifies completion of all required instruction and materials, attendance and participation, a passing score on every required assessment, required attestations and documentation, and resolution of any pending issue that could affect completion status.

Each certificate includes the participant name, role pathway, training dates, 24 instructional hours, successful completion statement, unique certificate number, issue date, Authorized CHAPCA signature, provider information,

and the required program-completion disclaimer. Certificate numbers ordinarily follow the format CHAPCA-CL-YYYY-ROLE-####.

The participant receives the certificate and an Official Program Completion Record. The certificate documents program completion only. It is not a professional license, CDPH approval, authority to operate or manage a hospice, or a CHAPCA determination that the participant is qualified, appointed, employed, or timely under an individual regulatory deadline.

CHAPCA may verify certificate authenticity using limited information. CHAPCA may correct or replace a certificate and may withdraw it only for administrative or identity error, falsification, cheating, fraud, alteration, or material misuse affecting certificate validity. Withdrawal does not determine employment, licensure, appointment, or legal role qualification.

19. Completion Documentation

The Official Program Completion Record is the controlled document that accompanies the certificate and supports the employing hospice personnel file. It includes:

- Program name and participant full legal name.
- Role pathway and applicable section 74880 provision.
- Description of program content.
- CHAPCA provider name and contact information.
- Instructor names.
- Program dates and 24 instructional hours.
- Assessment completion and passing status.
- Certificate number and issue date.
- Participant, supervisor, and authorized CHAPCA verification signatures or attestations.

The participant and employing hospice are responsible for completing required signatures and placing the certificate and Official Program Completion Record in the appropriate personnel file. CHAPCA retains its official completion record but does not replace the hospice's personnel-file obligations. The controlled forms are CHAPCA-CERT-110A and CHAPCA-CERT-110B.

20. Submission Contacts

Purpose	Contact
Registration and program questions	info@calhospice.org 916-925-3770 calhospice.org
Accommodation requests	info@calhospice.org 916-925-3770 calhospice.org
Appeals and scoring corrections	info@calhospice.org 916-925-3770 calhospice.org
Complaints and examination concerns	info@calhospice.org 916-925-3770 calhospice.org



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Purpose	Contact
Certificate corrections and replacements	info@calhospice.org 916-925-3770 calhospice.org

Operational Assessment Standards

Passing score: 80% on each daily assessment. Two retest opportunities are available after required remediation. Assessment deadlines, authorized materials, score notice, security rules, and contact information are stated in this manual and CHAPCA-CERT-OPS-001.

21. Candidate Acknowledgment

By registering for or participating in CHAPCA CERTIFIED Leadership, the participant acknowledges receipt of this manual and agrees to comply with the applicable candidate policies, assessment-security requirements, and accurate certificate-use rules.

Acknowledgment	Record
Participant name	
Role pathway	
Signature	
Date	

- Unanimous Written Consent of the CHAPCA Board of Directors approving CHAPCA CERTIFIED Leadership, dated July 22, 2026.

Approval Record

Item	Record
Board Action	Unanimous written consent
Approval	CHAPCA CERTIFIED Leadership documents and program
Approval Date	July 22, 2026
Vote	Approved unanimously by all Directors
Effective Date	July 22, 2026
Authorized Certification	 Sheila Clark, President and Chief Executive Officer Signature Date: July 23, 2026



Implementation Status

Approved and effective July 22, 2026. The President and Chief Executive Officer is authorized to implement CHAPCA CERTIFIED Leadership and to make nonmaterial administrative, formatting, contact-information, faculty, regulatory-currentness, and offering-specific updates consistent with the Board-approved program documents. Material changes remain subject to the applicable governance and approval requirements.