

CAHF CHAPTER TRAINING HANDBOOK

Chapter President & Education Chairperson's Guide

CAHF Chapters & Regions



Prepared by the Quality Care Health Foundation

Revised: October 2026

TABLE OF CONTENTS

Table of Contents.....	2
Introduction	3
CE Documentation and Submission	5
Before and After the Presentation	7
New Classes: Tips for Developing Topic and Locating Speakers.....	9
Frequently Asked Questions (FAQs)	12
Glossary.....	14

INTRODUCTION

Thank you for your willingness to serve as the Education Chair for your local CAHF Chapter. Your role is an important one in supporting the professional development of long-term care professionals and contributing to the overall success of your Chapter.

High-quality Chapter education strengthens the knowledge and capabilities of long-term care professionals throughout California. It also contributes to an engaged membership and a vibrant Chapter. Chapters that offer a consistent schedule of relevant, well-planned educational programs are better positioned to encourage participation, foster professional connections, and address issues that affect the long-term care profession.

This Handbook is designed to help you navigate the Chapter education process, including:

1. Applying for continuing education (CE) credits for new educational programs.
2. Identifying and utilizing pre-approved courses that meet the educational needs of your Chapter.

CAHF and the Quality Care Health Foundation (QCHF) are committed to working collaboratively with Chapter Education Chairs to provide high-quality, relevant educational opportunities. To support this commitment, we encourage all CAHF Chapters to pursue the following goals:

- **Plan ahead.** Schedule educational programs as far in advance as possible to allow sufficient time for coordination, promotion, and CE approval.
- **Expand CE opportunities.** Increase the number of training programs offering continuing education credits through the National Association of Long Term Care Administrator Boards (NAB) and the Board of Registered Nursing (BRN).
- **Maximize existing resources.** Make greater use of available pre-approved educational programs to meet Chapter needs efficiently.
- **Engage associate members and allied services.** Create opportunities for these members to share current information, innovative practices, and industry expertise with administrators and staff.
- **Strengthen partnerships.** Develop joint educational programs and discussion sessions with state and federal agencies, professional organizations, and other relevant partners.
- **Utilize CAHF expertise.** Take advantage of CAHF staff as presenters and subject matter experts when appropriate.

Important CE Approval Requirement

Under licensure board guidelines, CE approvals obtained through QCHF may be used only for programs sponsored by CAHF/QCHF. Course approval numbers are non-transferable. As stated in the applicable Board guidelines:

“Course approval numbers are non-transferable. Only the Board-approved provider who is submitting a course for approval is authorized to offer and advertise the course as being Board-approved.”

Please keep this requirement in mind when planning educational programs and coordinating CE credit for your Chapter.

We look forward to working with you to meet your Chapter’s educational needs, identify appropriate CE opportunities, and coordinate course approvals within the necessary timeframes. Please contact QCHF

whenever you need assistance with Chapter education, course approvals, or available educational resources.

Thank you again for your time, commitment, and service to your Chapter and the CAHF community. Your efforts help strengthen the long-term care profession by supporting the continued learning and development of those who provide care to California's residents.

QCHF STAFF CONTACTS

Barbara Maciel
Executive Director
(916) 432-5218
bmaci@cahf.org

Cheyenne Merced
Continuing Education Coordinator
(916) 432-5185
cmerced@cahf.org

QCHF CE/Accounting
(916) 432-5196

CE DOCUMENTATION AND SUBMISSION

Continuing Education (CE) Request Forms

Before submitting a CE request, determine which type of program you are planning and select the appropriate form:

- **New NAB CE program:** NAB CE Request Form and Instructions
- **BRN-only CE program:** Chapter CE Request Form – BRN Only

All forms and instructions are available online [Request Approval for Continuing Education Classes](#). Complete the selected form according to the instructions provided. Be sure to save a copy of the completed application for your records before submitting it to QCHF.

Completing Your CE Request

When Requesting a New NAB Program

Visit [Request Approval for Continuing Education](#) and select **NAB CE Request Form and Instructions**.

Complete the application as thoroughly as possible, paying particular attention to the course description, learning objectives, and agenda. These sections should clearly describe the program content and what participants will learn.

Include a current, legible resume and all required instructor information for each presenter. The application must be typed and legible. Incomplete or illegible applications may delay processing or prevent approval.

For each presenter, provide either:

- The presenter's full name and NAB Speaker ID number; or
- The presenter's full name, employer, job title, job description, professional experience, and academic history, including the three most recent institutions attended.

The CE approval agency requires this information to evaluate the application. Applications that do not include the required presenter information will not be considered for approval.

When Requesting a BRN-Only Program

Visit [Request Approval for Continuing Education](#) and complete the **Chapter CE Request Form – BRN Only**.

Follow the instructions provided on the application and ensure all required information is included before submitting the request.

Submission Timelines: Plan Ahead

Timely submission is essential. CE approval agencies may require 15–60 days to process applications. QCHF also needs sufficient time to review and process each request before submitting it to the appropriate approval agency.

Late submissions may be denied solely because the application was not submitted within the required timeframe.

Important: The specific submission deadline for each request is listed on the applicable CE application. Review the instructions carefully and allow adequate time for both QCHF processing and the approval agency's review.

QCHF communicates submission deadlines through Chapter Chat and CAHF News whenever possible. However, each Chapter is ultimately responsible for knowing the applicable deadlines and submitting requests on time.

Last-minute submissions can significantly limit your options. When there is insufficient time to obtain approval for a new course, a pre-approved program may be the only viable option. Short notice may also make it difficult for a pre-approved presenter to accommodate your meeting schedule.

Planning ahead gives your Chapter more flexibility in selecting relevant topics, securing presenters, and obtaining the necessary CE approvals.

Payment of Submission Fees

QCHF's accounting department will deduct applicable submission fees directly from your Chapter's dues. Fees are based on the most current rates listed online at [Request Approval for Continuing Education Classes](#).

Always refer to the current CE request form for the applicable fee.

QCHF Response to Chapter Requests

Once QCHF receives your request, you will receive an email confirmation within **3–5 business days**.

After the course has been approved, QCHF will email the applicable documentation and materials:

- Blank sign-in sheet, evaluation, and CE certificates.

BEFORE AND AFTER THE PRESENTATION

Proper attendance tracking, documentation, and evaluation are essential to ensuring that CE requirements are met. Please follow the procedures below for all Chapter training programs.

1. Attendance Rosters

Ensure that every attendee signs in and out on the attendance roster and provides their NAB number, when applicable.

This is mandatory. QCHF is required to maintain attendance rosters for six years. Accurate attendance records are essential for verifying participation and documenting compliance with continuing education requirements.

2. Evaluations and Certificates

At the conclusion of the presentation, ensure that all attendees complete and submit an evaluation before receiving their CE certificate.

Certificates may only be issued for the actual amount of time an attendee participates in the training.

If an attendee leaves early for any reason, a certificate reflecting the full course duration must not be issued. Issuing a certificate for more time than the attendee attended violates CE provider requirements and could jeopardize QCHF's provider authorization.

If an attendee leaves early, QCHF can issue an amended certificate reflecting the actual time attended.

To request an amended certificate:

- Obtain the attendee's name and email address.
- Document the amount of time the attendee was present.
- Ensure the attendee completes an evaluation before leaving.
- Include this information with the materials returned to QCHF.

3. Return of Training Documents

At the conclusion of the presentation or Chapter meeting, collect all completed attendance rosters and evaluation forms.

Return all required materials to QCHF **within 10 days of the last date of the training session.**

Mailing address:

Quality Care Health Foundation (QCHF)
Continuing Education Coordinator
2201 K Street
Sacramento, CA 95816

Before mailing, verify that all required documents are complete.

4. Keep Copies of Your Records

We recommend keeping copies of the completed attendance rosters and other relevant training documents before sending the originals to QCHF.

Maintaining your own records can be helpful if an attendee loses a certificate and needs assistance identifying the courses they attended. Retain copies securely and handle all personal information appropriately.

5. Substitute Education Chair or Class Monitor

If you, as the Chapter Education Chair, will not be attending the meeting, please make arrangements in advance to ensure the training runs smoothly.

1. **Notify QCHF:** Let QCHF know whether the training materials—including rosters, evaluations, and certificates—should be sent to another Chapter representative who will be present.
2. **Assign a class monitor:** Designate a Chapter representative to oversee the presentation, ensure that attendance rosters and evaluations are completed, administer and collect tests when required, and distribute or provide access to certificates in accordance with CE requirements.

The designated representative should understand the applicable procedures and ensure that all required documentation is returned to QCHF within the established deadline.

NEW CLASSES: TIPS FOR DEVELOPING TOPICS AND LOCATING SPEAKERS

Offering relevant, timely educational programs helps your Chapter meet members' professional development needs and encourages participation. The following suggestions can help you identify topics and find qualified presenters.

1. Monitor Industry Issues and Trends

Issues affecting facility operations are consistently valuable training topics. Consider subjects such as:

- Legislation and regulatory changes
- Reimbursement and managed care
- Staffing and labor challenges
- Quality improvement and compliance
- Clinical practices and resident care
- Operational and leadership challenges

Keep an eye on CAHF News and other industry updates for emerging issues that may warrant a Chapter training session. For example, an increase in citations related to dietary services could prompt a program on food safety, foodborne pathogens, or dietary compliance.

2. Partner with State and Federal Agencies

Panel discussions and interactive sessions, often referred to as “rap sessions,” are excellent ways to provide members with timely information and opportunities to ask questions.

Consider inviting representatives from agencies such as the California Department of Public Health (CDPH) or the California Department of Social Services (DSS) to discuss regulatory updates, common compliance challenges, and other issues affecting long-term care providers.

A recurring session with agency representatives can be a valuable annual offering for your Chapter.

3. Utilize CAHF Associate Members

CAHF Associate Members can be excellent sources of both educational topics and qualified presenters. They may offer expertise in emerging technologies, operational challenges, compliance issues, and other subjects relevant to long-term care facilities.

Important: When arranging a presentation with an Associate Member or any business entity, make it clear that the presentation must be educational in nature and may not serve as a promotional opportunity for specific products or services.

4. Connect with Nonprofit Organizations and Foundations

Nonprofit organizations and foundations often provide educational resources and access to knowledgeable speakers. Many organizations focused on diseases and conditions common among long-term care residents maintain speakers' bureaus or offer educational programs.

Potential resources include:

- American Heart Association
- Arthritis Foundation
- American Diabetes Association
- Organizations focused on Alzheimer's, Parkinson's, and Huntington's diseases
- American Red Cross
- United Way

Local chapters or regional representatives may be able to provide speakers and educational materials tailored to your Chapter's needs.

5. Reach Out to Professional Organizations

Professional associations can offer valuable expertise and qualified presenters on topics relevant to long-term care. Consider organizations such as:

- California Medical Association
- California Association of Medical Directors
- California rehabilitation-related professional associations

Explore organizations that align with the topic you are planning and inquire about potential speakers or collaborative educational opportunities.

6. Identify Healthcare Professionals and Consultants

Consultants, therapists, and other healthcare professionals who regularly work with long-term care and assisted living facilities can provide practical, relevant training.

Potential presenters include:

- Medical records and health information management experts
- Podiatrists and dentists
- Registered dietitians
- Rehabilitation and occupational therapists
- Respiratory therapy providers
- Pharmacists
- Attorneys with relevant healthcare or regulatory expertise

Look for presenters who can offer actionable information that helps members address operational challenges, improve resident care, or maintain compliance.

7. Make Use of CAHF Staff Expertise

CAHF staff members are another valuable resource for Chapter education. CAHF program directors and senior staff have knowledge and experience in a wide range of areas, including:

- State and national industry issues
- Regulations and legislation
- Reimbursement and managed care
- Quality improvement
- Disaster preparedness
- Communications and media relations
- Government relations
- Developmental services and special care or mental health services
- Leadership development
- Marketing and other operational topics

Review the online [Staff Directory](#) to learn more about staff members and their areas of expertise.

You may also contact QCHF for assistance identifying potential presenters, developing educational topics, or coordinating training opportunities.

By drawing on the knowledge of CAHF staff, Associate Members, professional organizations, government agencies, and other subject matter experts, your Chapter can provide engaging educational programs that support the continued professional development of California's long-term care workforce.

FREQUENTLY ASKED QUESTIONS (FAQs)

Who approves classes for continuing education (CE) credit?

The Quality Care Health Foundation (QCHF) is an approved provider of continuing education for Nursing Home Administrators (NHAs) through the National Continuing Education Review Service (NCERS).

Registered nurse (RN) continuing education credits are provided through the California Board of Registered Nursing (BRN), with QCHF serving as an approved provider.

What is the NCERS database?

The National Continuing Education Review Service (NCERS) is administered by the National Association of Long Term Care Administrator Boards (NAB). The California Department of Public Health's Nursing Home Administrator Program (NHAP) uses NAB's records to verify administrator continuing education credits during the NHA license renewal process.

What are the NAB Domains of Practice?

Every five years, NAB conducts a Professional Practice Analysis (PPA) to ensure that its licensure examinations reflect the current scope of practice for professionals in senior living and health services.

The PPA informs the content of licensure examinations, continuing education programs, academic curricula, exam preparation materials, and standards of practice used by state licensing boards.

The 2026 [Domains of Practice](#) identified in the handbook are:

- Quality of Care
- Quality of Life
- Financial Management
- Risk Management
- Human Resources
- Care Setting
- Regulatory Compliance
- Leadership
- Organizational Strategy

When developing new Chapter education programs, consider these domains to help identify topics relevant to the professional responsibilities and development needs of NHAs.

Why must I submit new classes for approval so far in advance?

QCHF recommends submitting program applications **at least 60 days before the scheduled training date**. Requests must be received by QCHF at least 55 days in advance to allow time for processing and submission to the appropriate approval agency.

Advance submission provides time for QCHF to:

- Review the application and instructor information.
- Complete the required approval-agency paperwork.
- Process applicable fees.
- Obtain the necessary course approval.
- Prepare the training materials, including attendance rosters, evaluations, and certificates.

Planning ahead also allows more time to promote the program and encourage registration. Approval agencies may deny applications submitted after their deadlines, regardless of the quality or relevance of the proposed program.

Submitting your request as early as possible gives your Chapter the best opportunity to obtain approval and receive materials in time for the scheduled training.

Why do attendance rosters require so much information?

The information requested on attendance rosters is required by the applicable CE approval agencies. It helps establish each attendee's identity and distinguish between individuals who have the same or similar names.

Complete all required fields, including license numbers and NAB numbers when applicable. Accurate records are essential for documenting attendance and verifying eligibility for CE credit.

What should I do if a presenter cancels shortly before the class?

Contact QCHF immediately. QCHF will work with your Chapter to identify a suitable solution.

Chapters depend on educational programs to support their members' continuing education requirements. QCHF will make every reasonable effort to help you find an alternative, but options may be limited when cancellation occurs close to the scheduled date.

What should I do with completed evaluations and attendance rosters?

Return all required documentation to QCHF **within 10 days of the last day of training**: Submit the completed paper attendance rosters and evaluations.

QCHF must retain the required documentation to demonstrate compliance with CE approval requirements. Before submitting your materials, verify that all required information is complete and legible.

Refer to the *Before and After the Presentation* section of this handbook for detailed instructions on the documents required for in-person and virtual training.

Need Assistance?

If you have questions about Chapter education, CE applications, course approvals, or any information in this handbook, please contact QCHF by phone or email. We are happy to help you plan educational programs that meet your Chapter's needs.

Barbara Maciel, Executive Director (916) 432-5218 or bmaciel@cahf.org

Cheyenne Merced, Continuing Education Coordinator (916) 432-5185 or cmerced@cahf.org

GLOSSARY

BRN: Board of Registered Nursing. The California BRN implements and enforces the Nursing Practice Act, including laws and regulations governing nursing education, licensure, practice, and discipline.

CAHF: California Association of Health Facilities. CAHF is California's trade association affiliated with the American Health Care Association (AHCA).

CDPH: Department of Public Health. In California, the California Department of Public Health (CDPH) oversees licensing and certification activities for skilled nursing facilities, among other public health responsibilities.

Certificate: A certificate of completion provided to an attendee who meets the applicable requirements for receiving continuing education credit.

CE: Continuing Education. Educational activities that provide credit toward applicable professional continuing education requirements. Credit is awarded according to the requirements of the relevant approval agency.

Chapter Continuing Education (CE) Request Form: The form used by a CAHF Chapter to request CE approval for a new or eligible pre-approved educational program.

CV: Curriculum Vitae. A summary of a person's professional experience, education, qualifications, and accomplishments. A current resume or CV for each presenter must accompany requests for new classes when required by the applicable approval process.

Evaluation: A post-training questionnaire completed by each attendee to provide feedback on the educational program. Chapter Education Chairs are responsible for collecting completed evaluations and returning them to QCHF as required.

Learning Objectives: Statements describing what attendees should know or be able to do after completing an educational program. Objectives should be specific and aligned with the course content.

NAB: National Association of Long-Term Care Administrator Boards. NAB supports professional standards and credentialing activities for long-term care administrators and administers the National Continuing Education Review Service (NCERS).

NAB Speaker ID: A unique identification number associated with a presenter in the NAB system. It may be provided as part of the presenter information required for certain CE applications.

NCERS: National Continuing Education Review Service. The NAB-administered service through which continuing education programs for nursing home administrators are reviewed and approved.

NHAP: Nursing Home Administrator Program. The California program responsible for licensing nursing home administrators.

NHA: Nursing Home Administrator. A licensed professional responsible for overseeing the operations of a skilled nursing facility or other applicable long-term care setting.

Patient Care Hours: CE hours awarded for courses relating to resident care, including physical, psychological, or sociological aspects of care. Examples may include pressure ulcer care and treatment, Alzheimer's disease, identifying and treating depression in older adults, activities that enhance socialization, and residents' rights in skilled nursing facilities. Refer to the applicable approval guidelines to determine eligibility for Patient Care credit.

Pre-Approved Class: A course that has already received CE approval and is listed on QCHF's pre-approved course list. A course may be presented repeatedly while its approval remains valid, provided the original approved instructor, content, and duration requirements are maintained.

Proof of Attendance Report: Documentation generated by a virtual learning platform showing attendee participation, including login and logout times and the total time spent in the session.

QCHF: Quality Care Health Foundation. The nonprofit foundation affiliated with CAHF that supports professional advancement in long-term care through education, training, scholarships, and workforce development.

Roster: The attendance record used to document participation in a training program. Attendees must provide their signatures and all other required information. Completed rosters must be returned to QCHF following the training.

Virtual Training: A live, instructor-led educational program delivered online through a computer, phone, or other compatible device. Presenters and attendees participate in real time, allowing attendees to ask questions and interact with the presenter.