

ROUGH EDITED COPY

April 30<sup>th</sup>, 2026

Equitable Fee Structure Report Listening Session 4

Job# 11109833

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[Recording in progress]

>> KELSEY CATO: Good evening, everyone. We're just going to give another minute it let everyone trickle in from our waiting room.

All right. Looks like we're good to go. We're going to go ahead and get started. Thank you for joining today for today's listening session on Equitable Health Profession Licensing Fees.

Thank you so much for taking your time out of your day to participate. My name is Kelsey Cato with the Regulatory Analyst, Health Systems Quality Assurance/Office of Health Professions. I will be with for today's sessions. I am a white woman with brown hair and blue top, excuse me. I am here it share information about the fee structure review and hear your feedback. I will introduce Eve Austin to intro discuss herself and also after, I will give instructions on how it use Zoom. Go ahead, Eve.

>> EVE AUSTIN: Thank you so much, Kelsey. Thank you for being here and looking forward to your comments and feedback. I am Eve Austin and work with the Office of Health professions and in the health systems Quality Assurance Division. Pass it back to you, Kelsey

>> KELSEY CATO: Thank you. We have a link to our website with the slides in different languages and we have link to Closed Captioning in chat.

This meeting is being recorded for transparency, and to ensure we accurately capture feedback. By remaining in the session, you are consenting to being recorded.

I am joining this webinar from Olympia on the ancestral, unceded lands of the tribes we know today as the Squaxin, Cowlitz, and Nisqually. I honor and thank their ancestors and leaders who have been stewards of these lands, waters, and skies since time immemorial and continue to do so today. I acknowledge the history of oppression experienced by native communities, and the continued institutional and systemic policies and practices attempts to erase their histories, stories, and voices today. I recognize that this land acknowledgement is one small step toward true allyship and I commit to uplifting the voices, experiences, and histories of the Indigenous people of this land and beyond.

Before we begin, I will provide basic instructions for how to interact with Zoom. You should see a control panel along the bottom of your screen, and you can see an example here on the slides. If your mouse has gone inactive, it may have minimized itself, so take a moment to shake the mouse, and if you do not see the control panel, please, let us know and we'll help you with that.

On your far left of the control panel is a button to mute and unmute yourself. It is current currently inactive, but we'll enable it if you raise your hand to speak.

The question and answer box and chat box. To the right of why you are panel is options for closed adaptations and reactions.

Please know, once you raise your hand, it will take a moment to unmute you before you can speak.

We are also providing ASL and Spanish interpretation for this evening. ASL interpreters should be pinned to your screen. If you cannot see the ASL interpreters, please, put that in the chat, and one of our team will enable that.

If you would like to switch your audio --

>> CORI TARZWELL: Sorry, Kelsey, the video option is turned off by default for all attendees. If you need that to communicate with us in ASL or anything, please let us know, but it is not enabled for all attendees.

>> KELSEY CATO: If you would like to adjust the interpretation. Underneath, select Spanish and if you are a fast talker -- I know I can be one myself, please try and speak slowly to make it easier often our interpreters.

As Cori mentioned, the video is turned off for attendees by default. If you need access to the share the video, please let us know.

To support services, please, speak clearly and avoid jargon when possible. We all know jargon, but please do so today. Please also speak slowly so the ASL and Spanish interpreters can keep up.

Today, we'll start with background on the project, walk through the fee structure review, share data we're considering and then the session for your feedback.

Let's discuss background information first. The purpose of this project is to evaluate and improve equity and health profession licensing fees. This includes ensuring fees are fair and proportionate across professions, and reflective of program costs and workforce realities and not creating unintended realities in the workforce.

We conduct the fee infrastructure background. Evaluating current application and renewal fees review fund balances and program sustain. Compares fees across states consider workforce and football impacts. And impact your opponent recommendations.

This slide outlines both what project is and analyzing the overall goal. The current licenses fees, program fund balances, number of provide errs, workforce data in Washington State and fee structures in other states. It also looks at the whether fees are equitable across professions. The goal to ensure profession licenses fees and support program operations and are transparent and understandable and do not create any unnecessary barriers.

DOH directs fees for initial credential applications, credential renewal and late renewals and other administrative services. Fees support credential processing, customer serve he is and technical assistance, regulatory and compliance activities and overall program administration.

This slide highlights the key data being considered in the review, including current application and renewal fees, fund balances for each profession, number of active providers, workforce wage data in Washington State, fee structures in other states, and equity considerations across the professions and workforce impacts.

So we are seeking feedback from licensed professionals, employers, professional associations, training programs and other interested parties. And please know, your input whether written or you give it today will help inform future recommendations.

This slide outlines the scope of the discussion. In scope are our health profession licensing fee structures and the impacts of current fees on applicants and license holders. Out of scope are individual licensing issues or complaints, disciplinary actions or specific cases, broader policy topics not related to licensing fees, and facility licensing fees.

Thank you for hanging in there with me. We're nearing the end and about to hear your feedback and just a few more slides to go. This slide provides example questions to help guide the discussion, but please, know they are not exhaustive. You are encouraged to share any relevant feedback.

The questions focus on challenges created by current fee structures, factors DOH should consider when evaluating fees, and any additional concerns related to licensing costs.

Before we begin, please keep a few guidelines in mind. Be respectful of all participants and staff. Use the "raise hand" feature if you would like to speak, and please state your name and organization if applicable. Limit the comments to two minutes and keep comments focused on licensing fee structures and related impacts. Staff may mute participants or remove participants if these guidelines are not followed.

Please know that today is feedback only, so we will not be taking questions, however, we'll put our email addresses for myself and Eve Austin in chat, and our email addresses are also in the slides.

And now, we're going to go down the list of people who signed up and then opened the floor for public comments.

Please let me know if you happen to be logged into a different name. Before you speak, please, introduce yourself and who you are representing.

All right. Give me one moment and we'll start calling our list here.

Okay. Vanessa Elliott.

>> CORI TARZWELL: I don't see Vanessa on the call.

>> KELSEY CATO: All right. Is Dion here?

>> CORI TARZWELL: I also do not see Dion, but as Kelsey said, if you are under a different name, please, raise your hand.

>> KELSEY CATO: Yes. Please let us know. What about Rosa?

>> CORI TARZWELL: I do not see her in attendance either.

>> KELSEY CATO: Sara Luxy.

>> CORI TARZWELL: No.

>> KELSEY CATO: What about Loretta Bar.

>> CORI TARZWELL: Also I don't see them in attendance.

>> KELSEY CATO: Rozario.

>> CORI TARZWELL: Laurie is here.

>> Laurie St. Ours. Washington health care association. We represent 400 facility and assistant living providers.

The issue of health care profession licensing fees is an important one, particularly as it relates to our certified nursing assistants and home care aids. We're deeply concerned that despite some of the higher licensing fees for health care professionals at these income levels, the system is failing workers. We're not able to get people prepared timely for certification, so despite the fact they are paying certification fees, they are not getting the intended or hoped

outcome, which is timely licensing and certification. And community-based care settings where delegation is an issue, this leads to the need for double certification.

People who want to serve as delegates for nurse certification. If they can't get timely certification as a CNA or home care aid, they must also have a certification as a nursing assistant in order to comply. While we appreciate there have been efforts to stand the timelines on certification, currently, home care aids have a full year between training and the requirement to complete the certification requirement, and that indeed creates its own problems.

The further away for the test, the more difficult it is for our home care aids to pass the test. We appreciate the discussion and very interested in the fund balances in general, and how healthy those fund balances are, and we're also interested in what the measure will be for equitability, and what specific metrics you are interested in preparing to ensure that. Thank you very much.

>> KELSEY CATO: Thank you so much for your time, today, Laurie. I will now invite Caroline if you are on. And please, raise your hand.

>> CORI TARZWELL: I do not see Caroline on the call, either.

>> KELSEY CATO: All right. If that's the case, we'll now open it up to anyone in the listening session to provide feedback. Just a friendly reminder to please, introduce yourself and who you are representing.

While we're waiting, I will put the email addresses in the chat. We absolutely invite to you send us any written feedback you have.

Oh, I see a hand raised. And we'll unmute you in one moment.

>> CORI TARZWELL: You have to unmute on your end.

>> MARY: I think I did. Can you hear me?

>> CORI TARZWELL: Yes.

>> MARY: Thank you for making time for this conversation. This is marriage behavioral health [ ] Western Washington. I am concerned about any increases in behavioral health and CND male or female health specifically. It becomes an unmandated provider if the provider agency is reimbursing their staff for licensure. If they are not, it really is a heavy burden to bear, especially in the 1st year when people have just recently become unemployed.

This will weigh heavily on behavioral health agencies and I would encourage the Department of Health to try to keep the costs as low as possible. Thanks.

>> KELSEY CATO: Thank you so much for your time, Mary. Anyone else who wishes to speak, please, raise your hand and we'll unmute you.

We'll give another minute for whoever wants to speak to raise their hand. If not, you are welcome to provide written comments. All right. I will add regarding written comments, we did have the due date as today, but I would say if you can get them in, even by tomorrow would be great to provide written comments.

All right. I will do a last call, if anyone would like to raise their hand, and if not, we'll wrap the list and session up. Hello, Laurie.

>> Laurie: Would you like comments submitted directly to you?

>> KELSEY CATO: Absolutely.

>> Laurie: Thank you.

>> KELSEY CATO: We'll go ahead and start wrapping this up. Thank you so much for everyone for attending the last listening session and providing comments whether written or speaking today, we really appreciate it.

Regarding next steps. Staff will review comments and listening session, conduct additional analysis as needed and develop the potential recommendations and additional interests my occur as recommendations are defined and appropriate the final recommendations to the legislature.

We have the slide for the list and sessions, however, today is the last day of the listening session. And again, I apologize again, and we would love to get your feedback. It is very valuable.

We have the contact information. Cori put the link in the chat to our website. So you can get the slides and they are translated into different languages. If you have additional questions or feedback, please, don't hesitate to reach out.

Before we go, I would like to give a special shout out to your wonderful interpreters and thank you so much, everyone. We can't tell you how much we appreciate you.

With that, we'll close the meeting and thank you for your wonderful comments and thank you for a wonderful evening. If you have the sun, go and enjoy it. If not, I apologize. Very sunny where I am at. Have a wonderful evening, everyone!

[End of session, 8:51 p.m. EST]