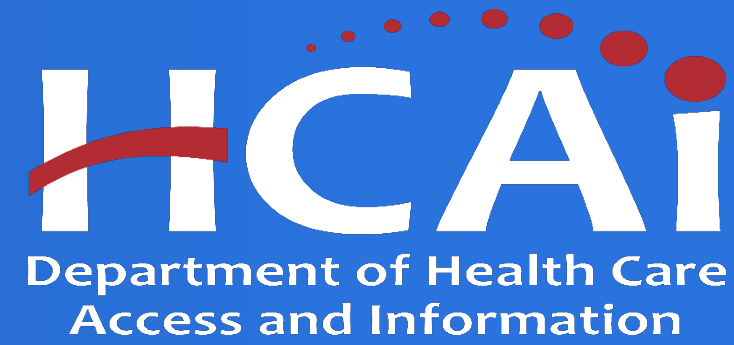




Certified Wellness Coach Recertification Webinar

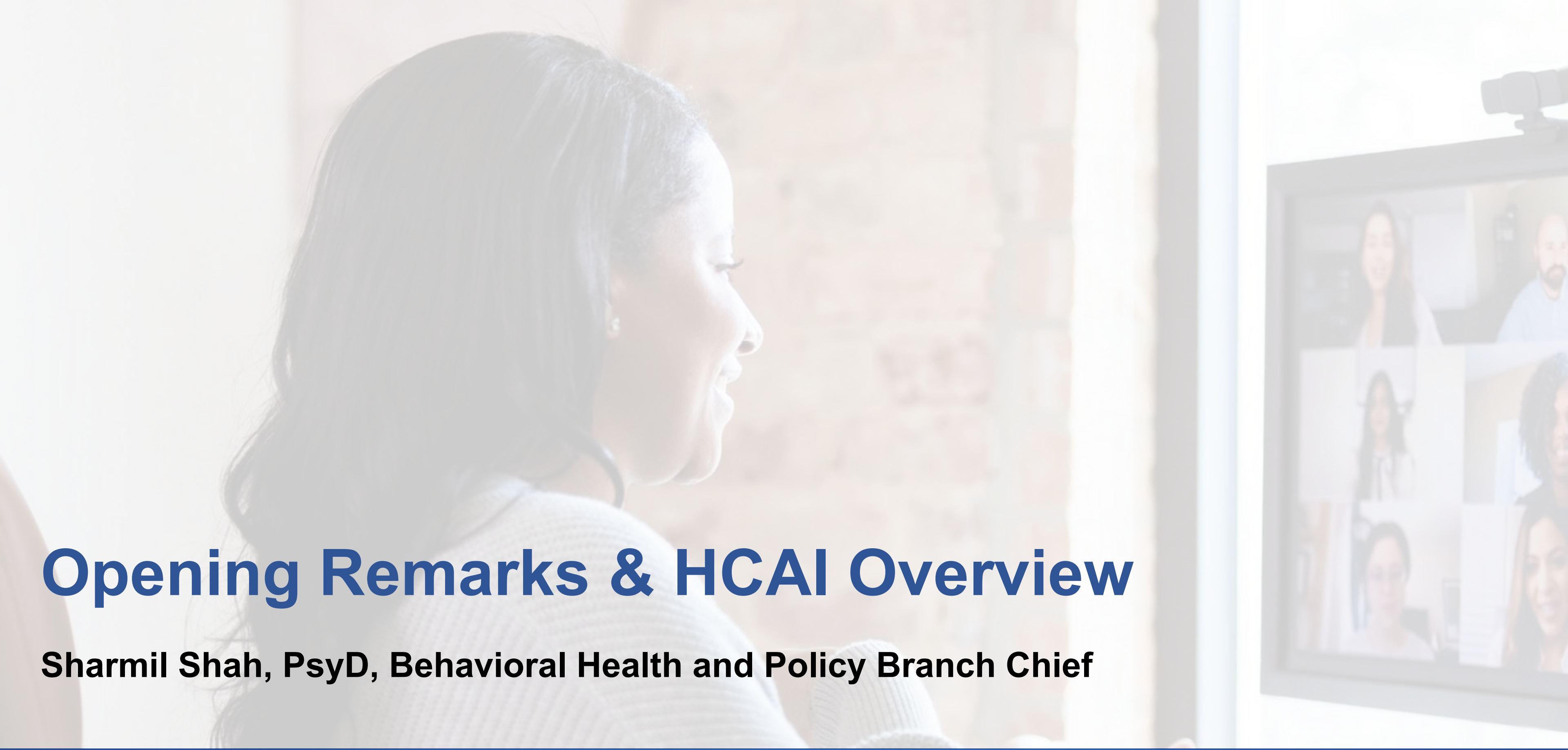
July 17, 2025

Agenda

- Housekeeping and Introduction
- Opening Remarks & HCAI Overview
- Recertification Requirements
- Recertification Application
- Questions & Answers
- Closing Remarks

Housekeeping and Introduction

- This webinar is hosted in Microsoft Teams, if you're not familiar with the platform, you can find the chat and view controls in the menu bar at the top of your screens
- The chat option will be open for asking questions during the Q&A session, which is at the end of this webinar
- This webinar will be recorded and will be available within 7-10 business days



Opening Remarks & HCAI Overview

Sharmil Shah, PsyD, Behavioral Health and Policy Branch Chief

HCAI's Vision and Mission



Vision

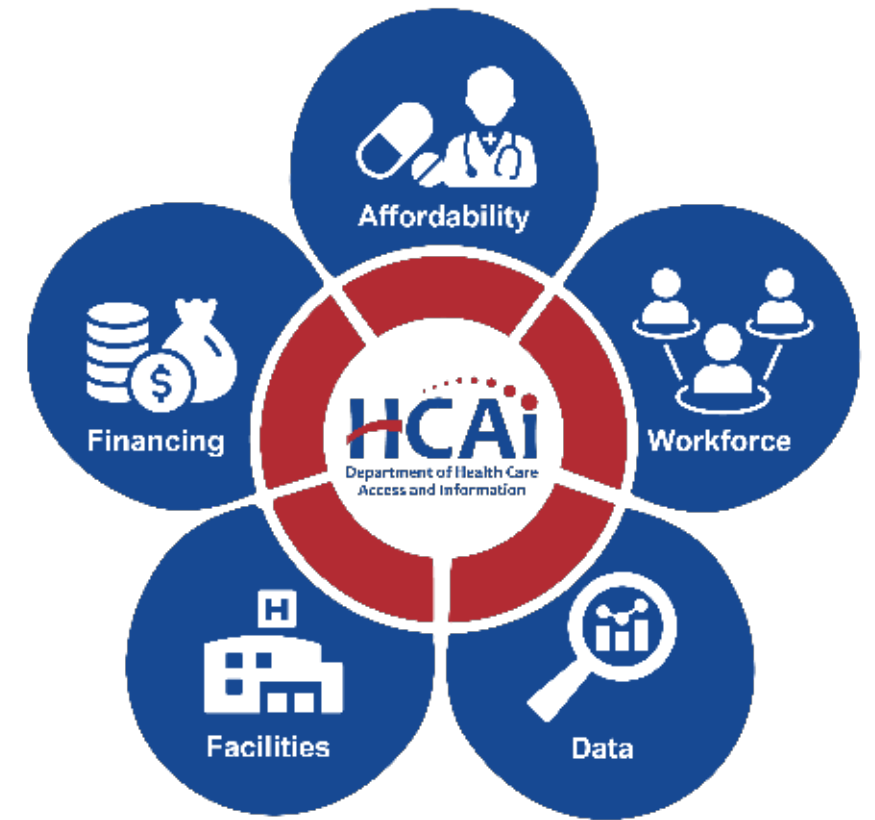
A healthier California where all receive equitable, affordable, and quality health care.

Mission

HCAI expands equitable access to quality, affordable health care for all Californians through resilient facilities, actionable information, and the health workforce each community needs.

HCAI Program Areas

- **Facilities:** Monitor the construction, renovation, and seismic safety of California's hospitals and skilled nursing facilities.
- **Financing:** Provide loan insurance for non-profit healthcare facilities to develop or expand services.
- **Workforce:** Expand and diversify California's health workforce for underserved areas and populations.
- **Data:** Collect, manage, analyze, and report actionable information about California's healthcare landscape.
- **Affordability:** Improve health care affordability through data analysis, spending targets, and measures to advance value. Enforce hospital billing protections, and provide generic drugs at a low, transparent price.



HCAI Health Workforce Approach and Strategy



HCAI enables the expansion and development of a **health workforce that reflects California's diversity** while addressing supply shortages and inequities. We do this by administering programs and funding and publishing actionable data about California's health workforce and training.



Focus Our Programs in Four Areas

Develop, support and expand a health workforce that:

- Serves medically underserved areas
- Serves Medi-Cal members
- Reflects and responds to the needs of California's population

Offer programs that provide financial support for:

- Organizations building the workforce pipeline
- Organizations expanding educational capacity
- Individuals pursuing health careers
- Organizations supporting providers and addressing retention



Certified Wellness Coach Recertification

Ben Gamache, Policy Analyst, Behavioral Health and Policy

Recertification Requirements – Overview

- Certification renewal is required **every two (2) years** to maintain certification.
- Certification is considered inactive if not renewed by its expiration date.
- Applicants must complete **20 hours of continuing education** prior to submitting the renewal application.
- Applicants must submit proof of their hours in their certification portal.

Notification Timeline

HCAI will send you email notifications beginning **6 months before** your recertification deadline.

The renewal notification timeline will be as follows:

- 6 months before the deadline
- 3 months before the deadline
- 1 month before the deadline
- 1 week before the deadline
- 3 days before the deadline
- 1 day before the deadline

Missing Your Deadline

Individuals who do not meet the recertification requirements by the deadline, will result in a certification being changed from “active” to “inactive” status.

Their employer will no longer be eligible to bill Medi-Cal for their services until their “active” status is reinstated.

This status will be displayed in the individual’s certification portal as well as the employer search portal.

Continuing Education - Topics

Certified Wellness Coaches are required to complete 20 hours of continuing education every two years. Trainings must be in the following topic areas:

- **Core Competencies:** Education in core areas such as mental health assessment, intervention strategies, and case management specific to children, youth, & families.
- **Cultural Responsiveness:** Minimum of three (3) hours of education related to culturally relevant education to populations being served.
- **Laws and Ethics:** Minimum of three (3) hours in laws and ethics training.

Continuing Education – Acceptable Sources

California Mental Health Services Authority-approved continuing education training providers.

County Behavioral Health Departments and **Community-Based Organizations**.

School systems (i.e., Local Education Agencies, County Offices of Education, and Charter Management Organizations).

Institutions of Higher Education (i.e., California Community Colleges, California State Universities, Universities of California, and private nonprofit universities).

Professional certification and licensing boards (i.e., California Association for Alcohol/Drug Educators (CAADE), California Association of Marriage and Family Therapists (CAMFT), California Board of Behavioral Sciences (BBS), American Psychological Association (APA)).

Governmental health agencies in the field of behavioral health education (i.e., Substance Abuse and Mental Health Services Administration (SAMHSA), Office of the California Surgeon General (OSG), Department of Health Care Services (DHCS)).

Professional mental health associations or **non-clinical professional organizations** (i.e., California Association of School Social Workers (CASSW), California Association of School Counselors (CASC), American School Counselor Association (ASCA), California Association of School Psychologists (CASP), National Association of School Psychologists (NASP), National Alliance on Mental Illness (NAMI), Mental Health America (MHA), International Association of Peer Supporters (iNAPS), The National Council for Mental Wellbeing, Association for Mental Health and Wellness (AMHW), National Wellness Institute (NWI)).

Calculating and Recording Hours

- One (1) hour of direct educational training instruction is equal to one (1) hour of continuing education.
- Three (3) units of college/university coursework are equal to twelve (12) hours of continuing education.
- One (1) hour at an event or conference plenary session, breakout, or workshop is equal to (1) hour of continuing education.

Applicants must record their hours and validate their completion of the continuing education by providing approved documentation. Acceptable forms of documentation include:

- Transcripts (for coursework taken at an Institution of Higher Education)
- Certificates of completion (for training courses)
- Stamp or receipt of attendance (for events/conferences)
- For trainings that do not have formal documentation, you must provide the supervisor's name and email

Application - Portal

Your certification portal has a link to the full certification policy document.



Become a Certified Wellness Coach

For Wellness Coach Employers

For Education Programs

Log Out

My Account



John Smith

View profile

Account

Change Password

Certification Status

Contact

Address

Recertification Status

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Recertification Status

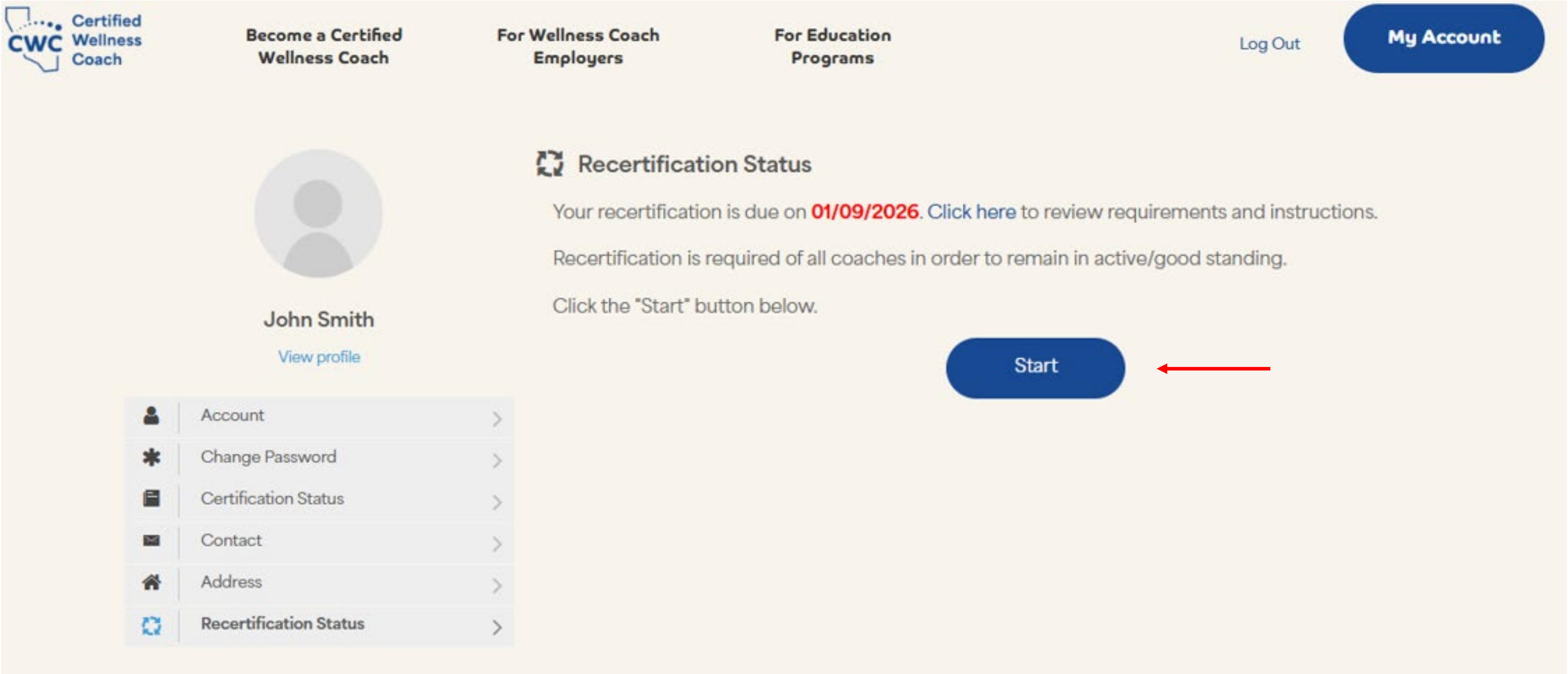
Recertification is required every two years of all Certified Wellness Coaches. You must recertify in order to remain in good/active standing.

Click here to review requirements and instructions.

This page will automatically refresh with a Start button when you are within 6 months of your recertification date. Any questions or comments in the meantime, contact support at certify@wellnesscoach.org.

Application – Activation

6 months prior to your recertification deadline, your certification portal will display a “Start” button.



You can save and resume your application at a later time.

Application – Contact Information

- 1. Confirm if there any changes to your contact information.
- 2. Update, if needed, and click "Next"

Have there been any changes to your contact information on file? *

☒ Yes

☐ No

What is your preferred method of contact? Select one or more: *

☐ Email

☒ Phone

Email *

john.smith@testemail.com

Phone *

1 (234) 555-9999

Next

Save and Resume Later

CWC

Certified Wellness Coach

Become a Certified Wellness Coach

For Wellness Coach Employers

For Education Programs

Log Out

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Continuing Education

HCAI Code of Ethics

Additional Information

Final Attestation

Recertification Requirements

We highly recommend you review the [recertification requirements](#) before beginning this application. Additional instructions will also be provided throughout the application.

If you have any questions on qualifications, please call us at 503-210-1334 or email us at certify@cawellnesscoach.org.

Any fields marked with a red asterisk are required.

Have there been any changes to your contact information on file? *

☐ Yes

☐ No

Next

Save and Resume Later

Application – Continuing Education Table

1. Download Continuing Education Table to record your hours.
2. Upload file.



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For Wellness Coach Employers

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CONTINUING EDUCATION TABLE *

In the section below, please list any continuing education hours you've completed since your last application. If this is your first time recertifying, include any qualifying hours earned after your initial certification.

1. Click here to reference acceptable sources for continuing education.

2. Download and complete [this PDF](#).

3. Once you have completed the PDF, upload it below.

Continuing Education File Upload *



Click or drag a file to this area to upload.

Application – Continuing Education Table



Continuing Education Table for Recertification

TITLE OF TRAINING	ORGANIZATION OFFERING TRAINING	TRAINING CATEGORY	COMPLETION DATE	SUPPORTING DOCUMENTS ¹	SUPERVISOR'S NAME AND EMAIL ²	HOURS CLAIMED ³
		☐ Core Competencies/Skills ☐ Ethics/Legal ☐ Cultural Responsiveness		☐ Transcripts ☐ Certificates of completion ☐ Stamp or receipt of attendance for events/conferences ☐ Other (input supervisor contact information)		
		☐ Core Competencies/Skills ☐ Ethics/Legal ☐ Cultural Responsiveness		☐ Transcripts ☐ Certificates of completion ☐ Stamp or receipt of attendance for events/conferences ☐ Other (input supervisor contact information)		
		☐ Core Competencies/Skills ☐ Ethics/Legal ☐ Cultural Responsiveness		☐ Transcripts ☐ Certificates of completion ☐ Stamp or receipt of attendance for events/conferences ☐ Other (input supervisor contact information)		

Application – Supporting Documents

1. Upload supporting documents for each training provided in the Continuing Education Table.
2. Click "Next" at the bottom of the page.

Supporting documents include:

- Transcripts
- Certificates of completion
- Stamp or receipt of attendance
- Instructor's name/contact

SUPPORTING DOCUMENTS *

In the section below, please provide supporting documentation for the continuing education hours you provided in the PDF above.

1. Click here to reference acceptable supporting documentation for continuing education. [anchor link to the details of the policy].
2. Upload all supporting document(s) below. There is a max of 20 documents allowed.
3. If you have additional documentation or have any questions, please email: certify@ca wellnesscoach.org

Supporting Documents File Upload *



Click or drag files to this area to upload.
You can upload up to 20 files.

HCAI only sends emails that are critical to the application and certification process. By selecting the "Save" button below you are opting in to these emails. HCAI ensures the protection of your privacy and does not sell, solicit, or distribute your information to any outside vendors.

[Previous](#) [Next](#) [Save and Resume Later](#)

Application – Code of Conduct & Ethics

1. Read and initial each section of the Code of Conduct and Ethics
2. Provide your e-signature
3. Click “Next”

CWC Certified Wellness Coach **Become a Certified Wellness Coach** **For Wellness Coach Employers** **For Education Programs** [Log Out](#) [My Account](#)

Ethical Values and Principles

Social Justice

- I will engage in practices that advance social, economic, and environmental justice.
- I will recognize and understand the complexity of cultural diversity.
- I will continuously stand against oppression, racism, discrimination, and inequities, and acknowledge personal privilege.
- I will not discriminate against any person or group on the basis of race, ethnicity, gender, sexual orientation, age, religion, social status, disability, or immigration status.

Sign your initials here if you agree with the Social Justice statement

JS

Empathy and Humility

- I will engage clients as experts of their own experiences with a
- I will use empathy, reflection, and interpersonal skills to effectively
- I will apply self-awareness and self-regulation to manage the diverse clients and constituencies.

Sign your initials here if you agree with the Empathy and Humility statement

JS

Legal Obligations

- I will report actual or potential harm to others within the communities I serve to the appropriate authorities.
- I will follow legal regulations set forth by the state and/or my employing organization.
- I understand that my responsibility is to uphold specific legal obligations and the well-being of the larger society may supersede the loyalty owed to individual community members.

Sign your initials here if you agree with the Legal Obligations statement above.

JS

Please sign your application.

E-Signature

John Smith

HCAI only sends emails that are critical to the application and certification process. By selecting the "Save" button below you are opting in to these emails. HCAI ensures the protection of your privacy and does not sell, solicit, or distribute your information to any outside vendors.

[Previous](#) [Next](#) [Save and Resume Later](#)

Application – Additional Information

1. Respond to the additional information questions*.

*Responses do **not** affect your application status and are for internal HCAI data purposes only.



Become a Certified Wellness Coach

For Wellness Coach Employers

For Education Programs

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Opening Statement & Disclosure

California is committed to equitable access to healthcare for all. Your responses to this additional information section will help HCAI understand whether we are meeting the goal of developing a workforce that reflects California’s children and youth. This section of the application should take no more than 5 minutes and (by California law) the data will be confidential. This data will not be used during the application review process and will not impact your chances of success.

Are you Hispanic, Latino/a, or of Spanish origin? Select all that apply. *

☐ No

☐ Yes; Mexican, Mexican-American, Chicano/a

☐ Yes; Puerto Rican

☐ Yes; Cuban

☐ Yes; Central American

☐ Yes; South American

☐ Yes; Other Hispanic, Latino/a or Spanish origin

☐ Decline to State



Application – Attestation

1. Attest to the statements
2. Provide your e-signature
3. Click “Submit”

The screenshot shows the 'Final Attestation' step of the application process. The header includes the CWC logo, navigation links for 'Become a Certified Wellness Coach', 'For Wellness Coach Employers', and 'For Education Programs', along with 'Log Out' and a 'My Account' button. A progress bar at the top highlights the 'Final Attestation' step. The main content area contains a 'Reset Form' link, a declaration statement, two 'Yes' radio button options (both selected and indicated by red arrows), a signature prompt, a signature field containing 'John Smith' (indicated by a red arrow), and a small privacy notice. At the bottom, there are 'Previous' and 'Submit' buttons (the latter is highlighted with a red box), and a 'Save and Resume Later' link.

CWC Certified Wellness Coach

Become a Certified Wellness Coach

For Wellness Coach Employers

For Education Programs

Log Out

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Reset Form

I declare under penalty of perjury under the laws of the state of California that the information provided and all copies of documents are true and correct. *

☒ Yes ←

I understand that the certificate provided under the Certified Wellness Coach program does not supplant any state or federal requirement for background or identity checks to work with specific populations. *

☒ Yes ←

Please sign your name on the form to complete your application.

Signature *

John Smith

HCAI only sends emails that are critical to the application and certification process. By selecting the "Save" or "Submit" button below you are opting in to these emails. HCAI ensures the protection of your privacy and does not sell, solicit, or distribute your information to any outside vendors.

Previous

Submit Save and Resume Later

Application Status

You can check the status of your application by logging into your certification portal.



Certified
Wellness
Coach

Become a Certified
Wellness Coach

For Wellness Coach
Employers

For Education
Programs

Log Out

My Account



Adam Test

View profile

Account

Change Password

Certification Status

Contact

Address

Recertification Status

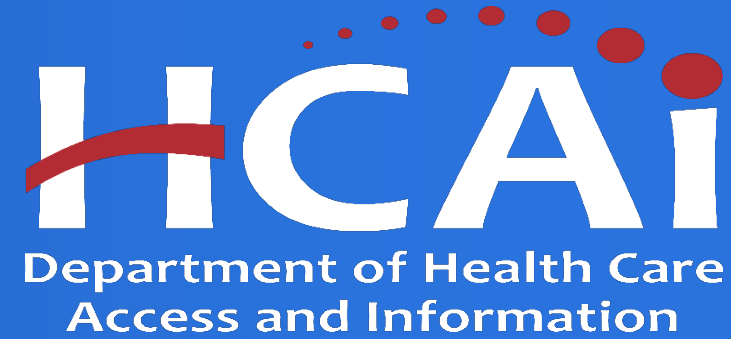
Recertification Status

The status of your recertification is below. Any questions or comments, contact certify@cawellnesscoach.org or 503-210-1334.

APP ID	STATUS
WCR0001856	Submitted, Awaiting Review

Questions & Answers

Chris Roina, Lead Communications Analyst, Health Workforce
Ben Gamache, Policy Analyst, Behavioral Health and Policy



Thank you!

For further questions regarding the recertification process, please contact:
certify@cawellnesscoach.org

For general questions, please contact: WellnessCoach@hcai.ca.gov

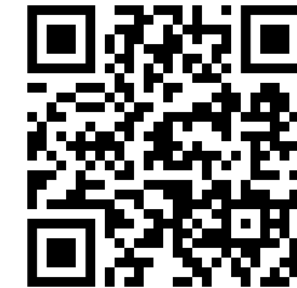
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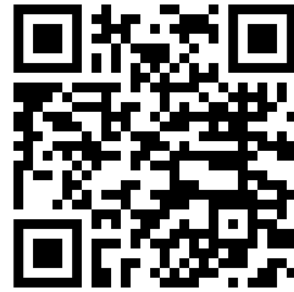
Bluesky



YouTube



LinkedIn



Instagram

#WeAreHCAI #HCAI #HealthWorkforce
#HealthFacilities #HealthInformation

Sign Up to our Newsletter!



<https://hcai.ca.gov/mailling-list/>

Contact Us!



Phone (916) 326-3700



WellnessCoach@hcai.ca.gov

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#HealthFacilities #HealthInformation**