

Sponsor Update

A PUBLICATION OF THE PESTICIDE MANAGEMENT DIVISION

agr.wa.gov

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DECEMBER 2009

Welcome to the Sponsor Update—Issue 2

You are receiving the second annual edition of the *Sponsor Update* because you have submitted a request to WSDA in the past year to have a course approved for Pesticide/Structural Pest Inspector License recertification credits.

As with last year's inaugural newsletter, this one is being distributed entirely via email and is available on-line at <http://agr.wa.gov/PestFert/LicensingEd/SponsorUpdate.aspx>.

In this edition, you will get tips on things you can do to avoid a delay in accreditation,

how to best communicate with WSDA about the status of your pending recertification course, using WSDA's on-line services, a new process to notify sponsors of delinquent rosters and information on changes to the recertification credit report licensees receive with their renewal mailing.

We hope the information in this issue of the *Sponsor Update* is useful. Any feedback or ideas for next year's newsletter can be directed to [Margaret Tucker](#), (360) 902-2015.

Avoiding an accreditation slowdown

There are a number of things you can do to avoid unnecessary delays with getting your course approved. These include the following:

- Mark those topics you would like WSDA to consider for accreditation directly on the course agenda. If we receive an agenda with nothing marked, we will have to stop processing your course until we receive this information.
- Make sure your agenda is complete. List each topic with a start and end time and a short, concise summary. We cannot determine how much credit to grant if we don't know how long the presentation is or what will be covered. Simply listing "Product Update" is not sufficient. Is the product a pesticide or fertilizer? Is the speaker going to address the legal use of the product or how much money they can save by using it? While pesticides and legal use are allowed for credit, fertilizers and business practices are not. (To determine topics applicable for credit, go to page 2 of the [WSDA Recertification Policy](#).)
- Consider holding your course in one of

the ten months other than January and February. As the chart below illustrates, the sheer volume of sessions held in these peak months makes it very difficult for WSDA to quickly accredit your course.

Month	No. Held
Oct. 08	71
Nov. 08	114
Dec. 09	119
Jan. 09	498
Feb. 09	262
Mar. 09	114
April 09	62
May 09	35
June 09	70
July 09	35
Aug. 09	24
Sept. 09	36

- Make sure we have your correct contact information and respond promptly to requests for additional information. (See related article on page 2.)

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CONTACT

INFORMATION

- **Toll free (877) 301-4555**
Step 1: Press 1 for English
Step 2: Press 1 for Licensing/Recertification
Step 3: Press 3 for Recertification
- *Recertification Sponsors*
ibeckman@agr.wa.gov
- *Licensee Credit Status*
hpingol@agr.wa.gov
- *Recertification email*
recertification@agr.wa.gov
- *Recertification Website*
- *Search for a course*

Inquiries regarding availability of this publication in alternative forms should be directed to WSDA at (360) 902-1976 or Telecommunications Device for the Deaf (TDD) (360) 902-1996.

Successfully communicating with WSDA Recertification Staff

If everyone's workload was evenly spaced throughout the year, our work lives would be a lot less hectic. The reality, of course, is that there are peak months where a lot gets crammed into our days. If you review the table on page 1, you'll see that the majority of courses are held during the winter months, which is when most license holders have a bit of down time. For those of you who sponsor these courses and for the WSDA staff that accredit them, this is our busy season! The article on the previous page provided some tips on avoiding an accreditation slowdown. One key area is communicating effectively with WSDA's Recertification Staff.

At one point or another, you may have had the opportunity to communicate via phone, email or postal mail (old timers only!) with either Irene Beckman (sponsor contact) or Haydee Pingol (licensee contact) aka the WSDA Recertification Staff. Together, these two staff do the lion's share of reviewing and accrediting courses, entering attendance records into the database, troubleshooting with sponsors and licensees on recertification issues and coordinating monitoring of courses by WSDA staff.

What does this mean to us? We experience a sharp increase in course requests beginning in October with the water overrunning the banks the first week in January. Even if every one of these requests is perfect and submitted at least three weeks ahead of time, as required, it is an overwhelming workload. Unfortunately, many re-

quests are incomplete and/or late.

What does this mean to you? If you want to be sure your course gets accredited promptly, be prepared, be accurate and be on time! Don't submit your course request until the agenda is complete and meets the criteria in the accreditation instructions. If you don't know what the speaker at 9 am is going to cover, neither do we so please don't submit your request until you have this information. Secondly, be sure the contact information on your accreditation request form is accurate. If you have someone in the office helping you with the course, make sure they have a copy of what you submitted. Often times, an assistant will call to find out the status of a course or to provide more information and all they have is the date of the course. Sometimes, they do not even know who submitted the course, making it impossible to track. If your assistant is prepared and can guide us quickly to your course by providing the date and name of the course and who is listed as the contact person on the request form, the faster we can get your course accredited.

Keep in mind that leaving messages, via email or voicemail, is a necessity. Make sure your message identifies your course (date, name and contact person) and includes all the information we have requested. Chances are, we can move forward with accrediting your course.

Let's work together to make this winter run as smoothly as possible!

Finding course and license information on-line

Recertification sponsors and license holders alike can find plenty of useful information on the WSDA website.

Recertification sponsor information

All the information you need to successfully submit a course for recertification credits is available [on-line](#). This includes instructions on getting different types of courses accredited, the [Recertification Policy](#), which lists the criteria for accreditation as well as sponsor responsibilities, and the [course accreditation form](#). This form, along with an agenda that meets the criteria addressed in the instructional memo for the type of course you are conducting, is all you need to submit to WSDA in order to get a course reviewed for accreditation.

Recertification Course Search Page

Whether you want to confirm that your accredited course has been posted on-line or want to help a customer (or yourself) find relevant recertification courses to attend, the [WSDA Recertification Course Search Page](#) is an excellent resource. You can search on individual courses or pull a list by location, date, language and one

or more topics. The listing, which only includes courses the sponsor has designated as "open," is constantly updated as additional courses are approved.

Licensee records including credit reports

Licensees can view their current license status, including types, categories, status and expiration dates, as well as their current recertification status through the [license search page](#). They simply enter their name or license number and hit the "Submit" key to view their on-line license record. To view their credit report for a particular license, they simply click on that license type. The credit report will list all courses attended during their current recertification cycle up through the credit guarantee date listed in the top left corner of the report. The credit guarantee date constantly changes as course attendance records are entered into the WSDA database.

License and recertification information

- [General licensing information](#)
- [License renewal information](#)
- [General recertification information](#)

New delinquent roster notification process

[Last year's Sponsor Update](#) addressed the “do’s and don’ts of your responsibilities related to proper maintenance of the WSDA recertification credit roster.

While most sponsors do an excellent job of returning rosters in a timely manner, some fail to do so. There are a number of reasons this happens—busy schedules, thinking someone else in the office has sent them in, no Washington licensees attended so you think there is no need to return the sheets (wrong!) and, worst of all, they are lost. While the latter rarely happens, each of the other reasons occur on an annual basis.

As the sponsor of the course, it is ultimately your responsibility to make sure that the Washington rosters are returned promptly to WSDA. This holds true even if no Washington licensees attended the course or if the course is cancelled. This allows WSDA to close out the course and confirm there are no missing rosters.

How soon should rosters be returned to WSDA? As soon as possible! The longer you wait to submit the rosters, the more likely you are to forget to do so or to lose them. Submitting the **original** (not faxed or copied) ros-

ters as soon as your course is over, ensures that licensees receive the credits they deserve and you meet your responsibilities as a sponsor.

This past summer, WSDA implemented a new process to electronically notify sponsors with delinquent rosters. Here is how it works:

- First Notice—30 days late
- Second Notice—45 days late
- Third and Final Notice—60 days late. The sponsor is informed that the rosters have been designated as “Lost by Sponsor.” This information will be communicated to all licensees who inquire about course credits.

Please do not wait for the notice before sending your rosters. Sponsors with multiple notifications, even if sheets are ultimately returned, risk affecting their ability to sponsor future courses.

Assistance is an email or phone call away. Recertification Specialist, Haydee Pingol, is available if you have questions, comments or concerns. Ms. Pingol can be reached at (360) 902-2088 or hpingol@agr.wa.gov.

Changes to the annual recertification credit report

Since recertification requirements have been in place, WSDA has sent pesticide licensees an annual credit report. In recent years, this report has included credits earned through June 30th of the current year. It has included a complete listing of all courses attended as well as annual and combined credit totals. The exception to a complete course listing was for licensees who had met or exceeded the credit maximum for the year or 5-year recertification cycle. In these cases, the licensee only received a one sentence message that they had met or exceeded the credit maximum for the year or cycle.

As part of its database revision project, WSDA has moved license and recertification records on-line. Licensees can now access a complete recertification credit report for each license they hold. This report is an added improvement for licensees in that all courses attended are listed, regardless of whether annual or cycle maximums have been reached, and because they reflect the most up-to-date credit information available. Therefore, an on-line credit report viewed by a licensee on December 1 will include all credits entered into the database and not just those for courses held through June 30.

Because this information now exists on-line in a more complete and up-to-date form, the 2010 license renewal mailing slated for late November will include a scaled

down version of the credit report. The revised report will include the licensee’s 5-year recertification cycle and statements regarding their current credit situation.

Here is an example of the statements a Private Applicator (grower) who has met their credit requirement will receive:

- **You have 20 of the required 20 recertification credits.** Congratulations, you have met your credit requirement for this 5-year cycle.

Here is an example of the statements a Commercial Consultant licensee, at the end of their cycle without enough credits, will receive:

- **You have 4 of the required 40 credits.** You will not be able to meet your credit requirement by the end of your 5-year period. Refer to the enclosed memo for information on retesting or submitting a current reciprocal license.

All reports will inform licensees that they can view a complete listing of the courses they have attended and will provide step-by-step instructions for accessing their on-line credit reports. (See article on page 2, “Finding course and license information on-line.”)

Recertification Sponsors: Please consider distributing or discussing the following information about WSDA's Waste Pesticide Program with pesticide license holders.

WSDA Waste Pesticide Program

The WSDA Waste Pesticide Program collects & properly disposes of canceled, suspended, unusable or otherwise unwanted pesticides and helps minimize further accumulation by improving product stewardship through education and outreach.

Most pesticides are collected at regional collection events held around Washington State during the spring and fall. WSDA also provides technical assistance at customer's locations to help with stewardship issues, determine unusable products, assist with inventory recording, overpack leaking or poor condition containers and in some cases may provide direct on-site pick-up service. This is a free service provided by WSDA.

Regional events are scheduled at locations largely based upon customer interest. **If you have pesticides in need of disposal, do not wait for an event to be scheduled near you. Contact WSDA when you need disposal or stewardship assistance.** Collection events will be scheduled sooner in areas where customer interest is higher. The squeaky wheel truly gets the grease!

Tentative Spring 2010 Regional Events (final spring schedule determined by January 2010)

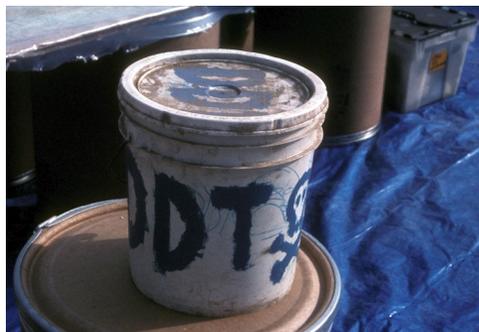
Mattawa / Quincy / Othello / Pullman / Dayton:	March / April 2010
Yakima / Wenatchee / Okanogan:	May 2010
Western WA (locations to be determined):	May / June 2010

For further information or to request service, contact:

WSDA Waste Pesticide Program
PO Box 42589
Olympia, WA 98504-2589

Telephone: 360-902-2056
Toll free: 1-877-301-4555

E-mail: wastepesticide@agr.wa.gov
Internet: <http://agr.wa.gov/pestfert/pesticides/wastepesticide.aspx>



Links of Interest:

- The WA State Department of Health has developed an [H1N1 Web site](#) with resources to help businesses plan for and respond to this emergency.
- King County has developed a Web site on [Flood Preparedness](#).