

DEPARTMENT OF SOCIAL SERVICES

744 P Street, MS 19-96, Sacramento, CA 95814



October 6, 2005

ALL-COUNTY INFORMATION NOTICE NO. I-64-05

TO: ALL COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERS

Reason For This Transmittal

- State Law Change
- Federal Law or Regulation Change
- Court Order or Settlement Agreement
- Clarification Requested by one or More Counties
- Initiated by CDSS

SUBJECT: **ANNUAL QUALITY ASSURANCE/QUALITY IMPROVEMENT PLAN**

This All-County Information Notice (ACIN) provides information regarding the requirement for submission of an annual Quality Assurance/Quality Improvement (QA/QI) Plan. The initial plan for the period July 1, 2005 through June 30, 2006, should be submitted to the California Department of Social Services by November 1, 2005. The QA/QI plans for subsequent years must be submitted no later than June 1st of each year.

The QA/QI Plan should address how the county plans to utilize information obtained through mandated QA activities to improve the quality of the In-Home Supportive Services (IHSS) program and enhance the IHSS assessment process. The following are basic components which should be included in the county's QA/QI Plan:

Discovery Methodology

The QA/QI plan should provide information regarding how the county will collect data in order to assess the ongoing operation of, and monitor the quality of, services provided to Personal Care Services Program (PCSP), IHSS Plus Waiver, and IHSS Residual (IHSS-R) recipients during the period the QA/QI plan is in effect.

Discovery methods may include, but are not limited to the following: supervisory review of cases, analysis of data resulting from county QA activities, and feedback received from State monitoring; review of data derived from home visits with consumers including quality of care monitoring; review of statistical data such as Case Management, Information and Payrolling System reports; including critical events; review of complaints/fair hearings; input from stakeholders including consumers, advocates, providers, Adult Protective Services staff, Public Authority and Advisory Committee staff; feedback from staff performing assessments, and feedback received through community meetings and/or consumer surveys.

Remediation Process

The QA/QI Plan should define how the county will use information received through the discovery process to correct problems that are identified. The Plan should address how problems that are identified on an individual basis are corrected as well as how problems which are systemic in nature are corrected. Copies of county procedures which define the process that will be used to correct problems identified through the discovery process should be attached to your county's QA/QI Plan.

County Response to Critical Events

The QA/QI Plan should provide a description of how the county responds and documents critical events that pose an immediate threat to the health and safety of PCSP, IHSS Plus Waiver, and IHSS-R recipients and how the county defines, identifies, investigates, and resolves critical events to ensure that appropriate and timely action has been taken. Include information regarding resources available on a county-wide basis such as 24-hour referral service. Counties may wish to work with their Public Authorities in developing this portion of their QA/QI Plan.

Person-Centered Planning

The QA/QI plan should describe any current procedures that the county uses to disseminate the following information to recipients: rights and responsibilities to self-direct their services allowing them choice and control over those services and supports; how to report critical incidents; how to access an advocate or one of the advocacy systems; how to get in touch with their social worker; and how to access alternative community resources and back-up options when their provider is not available and an immediate replacement is necessary to avoid institutionalization. The QA/QI plan should describe the process the county uses to document that the recipient has been given the above information. If the current procedures do not address these issues, the QA/QI plan should discuss how these issues will be incorporated and addressed as part of the county's overall QI measures to indicate recipients have the requisite information to participate in the development, implementation, and management of his/her services and supports.

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Quality Improvement Measures

The QA/QI plan should describe any specific QI measures that are currently planned for the period July 1, 2005, through June 30, 2006. Include a description of how the measures were/will be developed and identify by title, the individuals and/or organizations that will be included in developing QI measures. If the county plans to initiate a Quality Improvement Committee, please describe the makeup (titles of individuals and organizations) of the committee and a schedule indicating how often the committee will meet.

If you have further questions regarding this ACIN, please contact the Adult Program Branch QA Bureau at (916) 229-3494 or by email at IHSS-QA@dss.ca.gov.

Sincerely,

JOSEPH M. CARLIN
Acting Deputy Director
Disability and Adult Programs Division

c: CWDA