

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814



March 9, 1994

ALL-COUNTY INFORMATION NOTICE I-07-94

TO: ALL COUNTY WELFARE DIRECTORS

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: In-Home Supportive Services
Case Assessment Review Visits

Reference: ACL 88-118; ACIN 1-61-89

This letter provides the County Welfare Departments with information about the In-Home Supportive Services (IHSS) Case Assessment Unit, a new unit within the Adult Services Division that will be conducting a statewide review of IHSS and Personal Care Services Program (PCSP) cases over a three-year period. The purpose of these reviews is to validate that services provided by the IHSS Program are being provided in a consistent, uniform manner, as required by Welfare and Institutions Code Sections 12301(a) and 12309, to monitor utilization control in PCSP as required by federal law (Title XIX of the Social Security Act, Section 1902), and to monitor quality of services in PCSP, as required by Welfare and Institutions Code Section 14132.95.

The first-year review, which will begin in March 1994 and conclude this calendar year, will involve seventeen counties. The remaining counties will be reviewed in the subsequent two-year period. Thereafter, each county will be reviewed over a three-year cycle. A tentative three-year schedule is attached.

Well in advance of our visit, each county will receive written notice of the date of the visit, the desired date and time of the entrance and exit conference with the IHSS program manager, and other pertinent information.

The Case Assessment Unit will validate the county's consistency in IHSS assessments and services by use of the IHSS Uniformity System. This system was developed by the California Department of Social Services (CDSS) to standardize the assessment of recipient needs in the IHSS Program, in accordance with Welfare and Institutions Code (W&IC) Section 12301(a). The system was fully operational statewide by April 1, 1988, and by March 31, 1989 all IHSS recipients were being assessed using the system. The IHSS Uniformity System provides counties with a tool to enhance equitability in determining recipient need and authorizing services. It also provides guidance for social service staff who conduct assessments to insure like clients are assessed like amounts of IHSS.

The monitoring of PCSP utilization control will involve verification that three specific forms are in each PCSP client's case file: The SOC 425 (Physician's Certification of Medical Necessity), SOC 426 (PCSP Provider/Enrollment Agreement), and SOC 427 (PCSP Nurse Review). After October 1, 1994, form SOC 427 will no longer be required. You will be informed if the requirement to retain forms SOC 425 and SOC 426 is also eliminated.

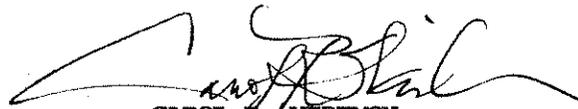
Quality of PCSP services will be evaluated on the basis of clients' responses to a questionnaire used during the home visit. A copy of the questionnaire, which is currently being printed, will be provided to each county very shortly. Regulatory standards for PCSP service quality are in the early stages of development, and ultimately will be used to assess this area.

During the first three-year cycle, a report will be produced concerning the level and nature of each county's IHSS uniformity and PCSP utilization control practices, and the quality of services under PCSP. The report will typically contain recommendations for enhancing performance in these areas rather than formal corrective action requirements.

During our visits, we will be particularly interested in learning about any tools or techniques your county may have developed to enhance the uniformity of IHSS case assessments. As a result of informal visits with some fifteen counties over the last several months, the Case Assessment Unit found that many counties have developed special forms and other instruments for this purpose. We plan to share information about these approaches with all counties as the Case Assessment reviews progress. These informal visits also served as a training mechanism for Case Assessment staff on the challenges of doing uniform assessments, and the techniques and practices social workers use to achieve that goal. The visits have been very helpful and we appreciate the cooperation of those counties that facilitated and hosted these visits.

In an additional effort to increase uniformity among counties, CDSS is developing, with California State University, Sacramento, an hours predictor which will assist counties in standardizing the hours per month assessed for a specific IHSS need. The findings in the Case Assessment reviews will also guide the department in developing other uniformity improvements, such as additional time per task and frequency guidelines.

If you have questions regarding this information, please contact Vickey Johnson, Supervisor of the Case Assessment Unit, at (916) 654-1869.



CAROL R. WIDEMON
Deputy Director
Adult Services Division

Attachment

IHSS CASE ASSESSMENT
1994 Tentative County Review Schedule

1. Solano	March - May Quarter
2. Napa	March - May Quarter
3. Marin	March - May Quarter
4. Contra Costa	March - May Quarter
5. Monterey	March - May Quarter
6. Alpine	June - August Quarter
7. El Dorado	June - August Quarter
8. Tuolumne	June - August Quarter
9. Sacramento	June - August Quarter
10. Santa Clara	June - August Quarter
11. Mendocino	June - August Quarter
12. San Joaquin	June - August Quarter
13. Orange	September - November Quarter
14. Merced	September - November Quarter
15. Santa Barbara	September - November Quarter
16. Tulare	September - November Quarter
17. Los Angeles	September - November Quarter

IHSS CASE ASSESSMENT
1995 Tentative County Review Schedule

18. San Diego	January - March Quarter
19. Riverside	January - March Quarter
20. Imperial	January - March Quarter
21. San Bernardino	January - March Quarter
22. Kern	April - June Quarter
23. Colusa	April - June Quarter
24. Santa Cruz	April - June Quarter
25. Mono	April - June Quarter
26. Modoc	April - June Quarter
27. Sierra	April - June Quarter
28. Yolo	April - June Quarter
29. Sutter	April - June Quarter
30. Sonoma	April - June Quarter
31. Calaveras	July - September Quarter
32. Placer	July - September Quarter
33. Del Norte	July - September Quarter
34. Yuba	July - September Quarter
35. Siskiyou	July - September Quarter
36. Humboldt	July - September Quarter
37. Trinity	July - September Quarter
38. Nevada	October - December Quarter
39. Shasta	October - December Quarter
40. Lassen	October - December Quarter
41. Butte	October - December Quarter
42. Glenn	October - December Quarter

IHSS CASE ASSESSMENT
1996 Tentative County Review Schedule

43. Alameda	January - March Quarter
44. Amador	January - March Quarter
45. Tehama	January - March Quarter
46. Stanislaus	January - March Quarter
47. Plumas	January - March Quarter
48. Lake	January - March Quarter
49. San Francisco	April - June Quarter
50. Ventura	April - June Quarter
51. San Luis Obispo	April - June Quarter
52. San Benito	April - June Quarter
53. Fresno	April - June Quarter
54. Kings	April - June Quarter
55. Madera	July - September Quarter
56. Inyo	July - September Quarter
57. Mariposa	July - September Quarter
58. San Mateo	July - September Quarter