

SUMMARY OF THE QUALITY ASSURANCE INITIATIVE STATE/COUNTY PROCEDURES WORKGROUP

Organizer: CDSS' Adult Programs, Quality Assurance Bureau

Location: McClellan Business Park Wildland Fire Training & Conference Center
3237 Peacekeeper Way, Building 200 Conf. Rm N-109, McClellan, CA

Date: April 12, 2005

Time: 9:30 am to 12:30 pm

Meeting Summary:

Brian Koepp Chief of the Quality Assurance Bureau, commenced the 9:30 am workgroup by welcoming attendees, making introductions, providing an overall focus of the meeting's events, and had the attendees introduce themselves. Mr. Koepp explained the progress from the previous meeting with reports from sub-groups.

Two breakout groups were formed to review and provide input on:

- Quality Assurance expectations and issues at the county level.
- Proposed draft All County Information Notice (ACIN) providing preliminary quality assurance activity information to counties.
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Expectations at the county level regarding QA:

- A lead-in six month option for the required desk reviews desirable
- Regarding any forms for QA, these should be at a minimum standardized and specifically designed for QA purposes. The State and counties should be using the same forms, and any duplicate forms should be eliminated from the process
- What quality is/means should be clearly defined for the edification and benefit of consumers and providers so they will know what QA is and what's expected from them
- QA should be assessed and approached from the provider's and consumer's perspective
- There should be a plan, format, or some outline readily available, needed in order to be able to figure out the elements of the QA plan; preferable to designate a percentage of cases that are to be reviewed under the plan, as opposed to a designated number of cases to be reviewed for QA

- The elements of fraud and how to prevent fraud should be known by and clearly explained to consumers and providers, ideally, as a prophylactic measure before fraud takes place: what is the plan in QA for this? Problem: training available to providers differs from county to county; the process/how to train providers is a big question in this regard
- The plan should be an efficient process that will train counties in QA
- Reviews should be completed by peers
- Individual social worker learning styles should be accommodated/considered when developing QA
- QA should include the correct completion of the SOC 426 and be consistent with the SOC 293 and SOC 311 forms, especially in situations where a consumer has multiple providers who submit multiple timesheets with conflicting/different hours of work being reported
- The QA process should address the diverse cultures and language barriers to ensure that the consumer understands the process
- Consideration should be given to reducing the maximum number of hours from 300 to 283, allowing for respite time by a second provider
- QA should consider the concern regarding the increased workloads for providers who are overworked
- A distinction should be clearly made between QA and QI, really two differing perspectives; the former is really about changes in the system, while the QI piece should take into consideration any cultural barriers, pressures faced by providers in the workforce, and how the overload of social worker caseloads impact quality and service delivery. At peril: with the focus on QA and QA setups, QI may be lost
- Public Authorities should be involved in any effort to obtain information from providers regarding working conditions and relationships between consumers and their providers
- Caseload standards should be evaluated/assessed for how these impact the ability to complete home visits

- Where is uniformity with respect to the special skills caseloads and the social workers who manage these types of caseloads?
- QA enforcement should include random and unannounced home visits

Additional Information: Expectations for QI:

- Diverse cultures, language barriers - does the consumer really understand the process?
- Consider reducing maximum number of hours.
- In excess of 283 hours- Exceptions need to be documented.
- Second provider's workload, overwork and respite?
- Are counties that are doing QA fully staffed?
- PA collaboration with IHSS/SW to find out information about providers working relationships with consumers/providers.
- QI - Pressure of provider in workforce.
- Overload of case loads for SW
- Quality services delivery
- Systems change
- Fear of losing QI with focus on QA
- How can consumers/providers attend?

Comments Regarding Draft ACIN:

The following is a list of recommendation the subgroup would like to incorporate into the ACIN:

Routine Scheduled Reviews of Supportive Services

- Page 1 2nd line - *ensure that caseworkers appropriately* add "and uniformly" for clarity
- Page 1 2nd line -IHSS/PCSP replace "uniformity system" with regulations.
- Page 1 Delete 2nd sentence.
- Page 2 sub-bullet 2 replace "*documentation*" with "justification"
- Page 2 sub-bullet 7 add form No. SOC 450 for clarity
- Page 3 sub-bullet 4 add sentence indicating that county staff may consult with CDSS QA staff regarding "Quality Improvement (QI)"

Respond to Data Matches

- Page 4 paragraph 4 add “for the purposes of IHSS QI to the end of the last sentence

Identify Potential Source of Third-Party Liability

- Page 5 identify sources of third-party liability

Monitor the Delivery of Supportive Services to Detect & Prevent Potential Fraud

- Page 5 line 3 add “and remedy underpayments” after the word “*overpayment*”
- Page 6 Delete last bullet

Develop a Schedule to Periodically Perform Targeted QA Studies

- Page 7 subgroup would like to change the July 1, 2005 to October 1, 2005.

**STATE/COUNTY PROCEDURES WORKGROUP
ATTENDEES AT THE APRIL 12, 2005 MEETING**

Name	Organization
Tom Baughman, Butte County IHSS QA	Pamela Ng, Sacramento Co. IHSS QA
Christine Diza-Herrera, SEIU, Local 434B	Sharon Rehm, Sacramento Co. IHSS QA
Stephanie Manfre, SEIU	Jennifer Posehn, CDSS
Rachele Savola, SEIU	Beatriz Sanchez, CDSS
Clarence R. Shaw, LA County IHSS	Linda Williams, CDSS
Peter Hadell, Tuolumne Co. DSS	Andrea Allgood, CDSS
Nancy Nazario, Ventura Co. HAS	Bernadette Lynch, Public Authority
Jacqueline Pitts, CDSS	Suzanne Shiff, Public Authority, Napa Co.
Tracy Player, CDSS	Rick Carroll, CDSS
Sarah Sengleton, Sacramento Co. IHSS	Maher Dimachkie, DHS – MCODE
Jeannette Johnson, Sacramento Co. IHSS	Kris Sullivan, CDSS
Floralma Valencia, Sacramento Co. IHSS	Laurie Silva, CDSS
Clint Jossey, Contra Costa Co. IHSS	Maria Childers, Stanislaus Co. IHSS
Fay Mikiska, IHSS Advisory Comm.	Kevin Aslanian, CCWRO
Karen Keesler, CAPA	Donna Brase, San Diego County
Angel Picon, SEIU – UHW	Susan Schwendimann, Sacramento Co. IHSS
Norberto Laboy-Brauer, CDSS	Robert Taylor, Stanislaus Co. IHSS
Guy Klopp, Sacramento Co. IHSS	Melody McInturf, Sacramento Co. IHSS QA
Annette Hettwer, Sacramento Co. IHSS	Irene Cole, Monterey County IHSS QA
Jarrett Oddo, Sacramento Co. IHSS	