



CDSS

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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**

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EDMUND G. BROWN JR.  
GOVERNOR

June 28, 2016

ALL COUNTY INFORMATION NOTICE NO. I-49-16

TO: ALL COUNTY WELFARE DIRECTORS  
ALL IHSS PROGRAM MANAGERS

SUBJECT: RELEASE OF THE STATEWIDE REPORT OF COUNTY QUALITY ASSURANCE/QUALITY IMPROVEMENT ACTIVITIES IN THE IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM FOR FISCAL YEAR 2014-15

REFERENCE: [IHSS QA/QI Policy Manual, ACL No. 13-110](#)

This All-County Information Notice (ACIN) accompanies the release of the Statewide Report of County Quality Assurance/Quality Improvement (QA/QI) Activities in the In-Home Supportive Services (IHSS) Program for Fiscal Year (FY) 2014-15.

**BACKGROUND**

On August 16, 2004, The California Legislature enacted Senate Bill (SB) 1104, which required the California Department of Social Services (CDSS) and county welfare departments to establish a dedicated QA function to conduct various activities, including routine scheduled reviews of IHSS cases and the reporting thereof. Counties report QA activities quarterly via the IHSS QA/QI Quarterly Activities Report form (SOC 824), and CDSS produces an annual report summarizing the county-reported QA activities.

In 2013, CDSS updated IHSS QA/QI Policy Manual, released via All-County Letter (ACL) No. 13-110, which revised the case review methodology resulting in a reduced (yet statistically valid) county case review requirement, effective FY 2014-15.

The key findings of the FY 2014-15 QA/QI Report include:

- County QA staff reported completing 18,323 desk reviews, including 16,718 desk reviews of active cases, and 1,605 denied applications. Of the desk reviews, 3,160 resulted in home visits.

REASON FOR THIS TRANSMITTAL

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

- County QA staff reported discovering 1,501 overpayments totaling \$918,188 with 1524 overpay recovery actions initiated, totaling \$689,328.
- 46 counties reported conducting 64 targeted reviews on 31 topics.
- County QA staff reported implementing 56 quality improvement measures.

This report is available on the CDSS website at:

<http://www.cdss.ca.gov/agedblinddisabled/PG1815.htm>

If you have questions or comments regarding this report, please contact the Adult Programs Division, Policy and Quality Assurance Branch, Program Integrity Unit at (916) 651-5337 or via e-mail at [ihss-pi@dss.ca.gov](mailto:ihss-pi@dss.ca.gov).

Sincerely,

***Original Document Signed By:***

EILEEN CARROLL,  
Deputy Director  
Adult Programs Division

c: CWDA