



CDSS

WILL LIGHTBOURNE  
DIRECTOR



EDMUND G. BROWN JR.  
GOVERNOR

December 31, 2013

**ALL-COUNTY LETTER (ACL) NO.: 13-110**

TO: ALL COUNTY WELFARE DIRECTORS  
ALL IHSS PROGRAM MANAGERS

**REASON FOR THIS TRANSMITTAL**

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

SUBJECT: RELEASE OF CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS) IN-HOME SUPPORTIVE SERVICES (IHSS) QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) POLICY MANUAL

REFERENCE: ALL-COUNTY INFORMATION NOTICE (ACIN) NO. I-69-04, DATED SEPTEMBER 30, 2004; ACIN NO. I-24-05, DATED MAY 20, 2005; ACIN NO. I-64-05, DATED OCTOBER 6, 2005; ACL NO. 06-35, DATED SEPTEMBER 1, 2006; ACL NO. 10-39, DATED AUGUST 19, 2010; ACL NO. 13-23, DATED APRIL 2, 2013; WELFARE AND INSTITUTIONS CODE (W&IC) SECTIONS 12305.7; DEPARTMENT OF SOCIAL SERVICES MANUAL OF POLICIES AND PROCEDURES (MPP) 12-30-702; STATE PLAN AMENDMENT (SPA) NUMBER 13 - EFFECTIVE DATE JULY, 2013

Background:

The California W&IC Section 12305.71 mandates that each county have a dedicated QA function or unit that performs specific activities. The policies set forth in the CDSS IHSS QA/QI Policy Manual are the minimum requirements necessary to fulfill that mandate.

Purpose:

This ACL accompanies the release of a new CDSS IHSS QA/QI Policy Manual (attached). The IHSS QA/QI Policy Manual consolidates all previously released guidance into one comprehensive manual and replaces the IHSS QA/QI Procedures Manual, released as Attachment C to ACL No. 06-35.

Overview of the CDSS IHSS QA/QI Policy Manual:

- The manual provides State policy only; all procedures must be defined at the county level in *county specific QA/QI Policy and Procedures*.

- Analysts from the CDSS Quality Assurance and Improvement Bureau reviewed all previous QA/QI related ACLs, ACINs, W&IC sections, MPP, SPAs, and compiled the pertinent guidance into a single, comprehensive manual.
- Sections are organized into logical groupings of similar activities. For example:
  - Discovery: Different methods used to ascertain quality of work and identify errors and areas for improvement (Desk Reviews, Home Visits, Targeted Reviews and Error Rate Studies)
  - Remediation: Steps taken to fix errors and educate case workers and supervisors on areas for improvement (Corrective Action and System Improvement)
- The manual includes information on Quality Improvement Action Plans (QIAPs) as outlined in the Community First Choice Option (CFCO) SPA. The QIAPs provide structure for CDSS and counties to collaborate on implementing corrective action plans which address areas of concern.
- The number of desk reviews and home visits required by a county are determined using the sampling methodology from the CFCO SPA. This new minimum case review requirement will result in reduced workload for counties, while still providing for the review of a representative sample of each county's IHSS caseload, statistically valid to within the parameters established in the CFCO SPA (see Appendix A of the attachment).
- Timeframes have been included in the maximum turnaround times for corrective action.
- A definition for critical incidents is provided and is in compliance with the CFCO SPA. This section includes specific information regarding county-wide incidents, such as severe weather.
- The Third-Party Liability section provides a much more robust definition of what constitutes third-party liability.
- The Joint Case Reviews and CDSS Monitoring Section are based on clear guidance from W&IC and the CFCO SPA. The manual provides clear steps, expectations and commitments of the CDSS QA Monitoring Unit.
- The Annual County QA/QI Plan section reflects changes to the annual QA/QI Plan requirements implemented in ACL No. 13-105. This change is in compliance with federal requirements in the CFCO SPA.
- When CDSS releases new information or guidance for IHSS QA/QI, the CDSS IHSS QA/QI Policy Manual will be updated, keeping it the sole source for all guidance pertaining to IHSS QA/QI activities.

If you have questions or comments regarding this ACL, please contact the Program Integrity Training Unit at (916) 651-3494, or via e-mail at [IHSS-PI@dss.ca.gov](mailto:IHSS-PI@dss.ca.gov).

All-County Letter No.: 13-110  
Page Three

Sincerely,

***Original Document Signed By:***

EILEEN CARROLL  
Deputy Director  
Adult Programs Division

Attachment: [CDSS IHSS QA/QI Policy Manual](#)

c: CWDA