

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



November 9, 2007

ALL-COUNTY INFORMATION NOTICE NO. I-70-07

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: INTERACTIVE CONTACTS DATABASE

The California Department of Social Services (CDSS), Adult Programs Division is pleased to announce that an interactive county contacts database will be available for your use soon. County staff will have a way to easily access up-to-date information about your counterparts across the State via a link on the CDSS In-Home Supportive Services (IHSS) web page:

http://www.dss.cahwnet.gov/cdssweb/In-HomeSup_173.htm.

The database, to be known as ViC (Very Important Contacts), will provide contact names, addresses, websites, phone numbers, E-mail addresses and FAX information for a number of county management positions, IHSS contacts, Case Management, Information and Payrolling System II contacts, payroll, and fiscal contacts. ViC was developed with intuitive navigation and is easy for counties to maintain.

Counties will be provided with a demonstration/training of ViC at the November Long-Term Care Operations Committee meeting. Another opportunity for county staff to view a demonstration will be in the evening of November 14, 2007, at the C4A Conference. At the demonstrations, training materials and the forms to request user logins and passwords will be provided to process through your counties.

Each county will be asked to provide two ViC site administrators. The site administrators will be responsible for maintaining the correct county contact information for your agency. Site administrators will have unique passwords and user names.

ViC will be an important communication tool that your agencies can use to exchange ideas and solutions to problems common to all of the counties. It can also provide accurate information for Inter-County Transfer contacts. ViC can save you time as it directs you to the appropriate contact in another county. Communication delays will decrease so that urgent consumer needs are met. For ViC to be most valuable, counties need to ensure that the contact information in ViC is kept updated.

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More information about ViC demonstrations will be coming soon. If you have any questions, please contact Pam Hughes, CMIPS II Manager, at (916) 229-3291 or via E-mail, at Pamela.Hughes@dss.ca.gov.

Sincerely,

Original Document Signed By:

EVA L. LOPEZ
Deputy Director
Adult Programs Division

c: CWDA