STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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KIM JOHNSON
DIRECTOR

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GOVERNOR

March 12, 2020

TO: ALL COUNTY PROGRAM MANAGERS

SUBJECT: CORONA VIRUS 2019 (COVID-19)

REFERENCE: WELFARE AND INSTITUTIONS CODE (WIC) SECTION 12301.1(b); MANUAL OF POLICIES AND PROCEDURES (MPP) SECTION 30-761; CODE OF FEDERAL REGULATIONS, TITLE 42 (42 CFR), SECTION 441.535; STATE PLAN AMENDMENT #0938-1024; ALL COUNTY LETTER (ACL) 14-102

This In-Home Supportive Services (IHSS) Program Managers' Letter (PML) provides counties information on options for modifying how IHSS assessments are conducted, if necessary, in their community due to COVID-19. Counties should work with their local health departments to determine their community level of risk and need to implement these modifications.

NEEDS ASSESSMENTS

Counties are still required to conduct a face-to-face needs assessment as required by WIC Section 12301.1(b) and MPP Section 30-761.13 for both initial and annual assessments. However, to allow flexibility with this requirement, counties may collect and provide information related to the recipient's care needs by phone prior to doing the home visit. Additionally, for recipients enrolled in IHSS' Personal Care Services Program (PCSP) or the IHSS-Residual Program (IHSS-R) the face to face needs assessment may be extended to once every 18 months under circumstances specified in MPP Section 30-761.215 – 30-761.217. This option for extension does not apply to recipients enrolled in the Community First Choice Option or the In-Home Supportive Services Plus Option as these two programs are governed by federal conditions of participation which specify that the assessment be conducted face to face at least once annually. (42 CFR Section 441.535 and State Plan Amendment #0938-1024.)

PROVIDER ORIENTATION

Counties are still required to conduct provider orientations. However, with agreement of their local labor organizations, counties may conduct orientations remotely utilizing webinars or other on-line tools. Providers would then need to submit required documents in-person or by mail. If the orientation is done remotely, counties would also

need to provide accommodations for individuals that do not have access to remote options.

As the COVID-19 situation evolves we will provide any revised direction as soon as possible. Currently CDSS is working with the Department of Health Care Services to engage Centers for Medicare and Medicaid Services regarding potential options for additional flexibility with the requirement for in-home assessment. If these conversations result in a change in direction that will be immediately communicated to counties.

Questions or requests for clarification regarding the information in this letter should be directed to the Adult Programs Division, Policy and Quality Assurance Branch, Policy and Operations Bureau at (916) 651-5350.

Sincerely,

ORIGINAL DOCUMENT SIGNED BY

DEBBI THOMSON
Deputy Director
Adult Programs Division