

September 29, 2021

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 21-112

The purpose of this All County Letter (ACL) is to provide counties with guidance regarding the extension of Coronavirus (COVID-19) related exceptions for self-attestation of forms required for application during the initial assessment and reassessment and acceptance of photocopies of original documentation needed for prospective provider identity verification.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

September 29, 2021

ALL COUNTY LETTER NO. 21-112

TO: ALL COUNTY WELFARE DIRECTORS
ALL IN-HOME SUPPORTIVE SERVICES (IHSS) PROGRAM
MANAGERS

SUBJECT: **EXTENSION OF COVID-19 RELATED EXCEPTIONS TO IHSS
PROGRAM REQUIREMENTS RELATED TO IHSS RECIPIENT
SELF-ATTESTATION OF DOCUMENTS AND IHSS
PROSPECTIVE PROVIDER SUBMISSION OF PHOTOCOPIES
OF IDENTITY-VERIFICATION DOCUMENTS**

REFERENCE: [ALL-COUNTY LETTER 21-79 \(JULY 19, 2021\)](#);
MANUAL OF POLICIES AND PROCEDURES
[SECTION 30-776.414](#)

The purpose of this All County Letter (ACL) is to provide counties with guidance regarding the extension of Coronavirus (COVID-19) related exceptions for self-attestation of forms required for application during the initial assessment and reassessment and acceptance of photocopies of original documentation needed for prospective provider identity verification.

Information contained in this ACL supersedes the information on self-attestation and acceptance of photocopied identity verification documents provided in ACL 21-79 (July 19, 2021).

BACKGROUND

On March 4, 2020, a state of emergency was proclaimed by the State of California in response to COVID-19. Although Governor Newsom declared the State to be reopened for all commerce and public gatherings on June 15, 2021, he did not declare an end to the state of emergency at that time. Therefore, as of the current date, the state of emergency in California related to the COVID-19 pandemic is still in effect.

Due to the continued state of emergency and impact of the COVID-19 pandemic, some county boards of supervisors throughout the state have continued to require the closing of county offices (including county IHSS offices) with the current date of reopening being unknown. Because of ongoing concerns regarding potential COVID-19 exposure and continued office closures, the COVID-19 related exceptions to IHSS requirements have been revised as they relate to self-attestation of forms required for application during the initial assessment and reassessment and acceptance of photocopies of original documentation needed for prospective provider identity verification.

IHSS FORMS REQUIRED FOR APPLICATION, INITIAL ASSESSMENT/ REASSESSMENT

As previously indicated in ACL 21-79, county IHSS offices should begin transitioning back to in-person initial assessments and reassessments whenever possible. In such situations, the required forms should be presented, signed, and collected at the time of the initial assessment/reassessment. However, in situations in which the applicant/recipient or someone in his/her household has been infected with COVID-19, has symptoms of COVID-19, or has been exposed to COVID-19 in the two weeks prior to the initial assessment/reassessment, the county should continue to use telephone or video-conferencing to conduct the initial assessment/reassessment. In such cases, if the county staff is not able to present and collect the originally signed documents at the time of the initial assessment/reassessment, the process of self-attestation of those documents is acceptable. This policy will continue until the end of the state of emergency in California.

The following forms, however, cannot be self-attested. These forms must contain original signatures and may be sent to the county IHSS office through the U.S. mail:

- Request for Order and Consent—Paramedical Services (SOC 321);
- IHSS Designation of Authorized Representative (SOC 839); and
- IHSS Recipient's Request for Provider Waiver (SOC 862).

Although the county IHSS office will not be required to collect originally signed documents for self-attested documents during the time period the self-attestation is permitted, once the state of emergency ends and self-attestation of documents is no longer permitted, the county must require that new forms containing original signatures are collected and processed at the recipient's next annual in-person reassessment.

PRESENTATION OF ORIGINAL DOCUMENTATION TO VERIFY IDENTITY

As stated on page four of ACL 21-79, county staff may accept photocopies of identity-verification documents (state-issued Driver's License or other government issued photo

identification and social security card, as required under Manual of Policies and Procedures section 30-776.414) at the time of the submission of the Provider Enrollment Application (SOC 426) until September 30, 2021.

Due to the ongoing concerns regarding potential COVID-19 exposure, closures of some county IHSS offices have been required by their local Board of Supervisors. As such, counties and their public authority staff are not able to allow applicant providers to come in person to present their identity verification documents. Therefore, in this situation, counties may continue to accept a mailed-in photocopy or facsimile copy of the original documentation until the end of the state of emergency in California.

Once the Governor declares an end to the state of emergency in California, all applicant providers will again be required to present original documentation verifying his/her identity at the time of submission of the SOC 426 which will be photocopied by county IHSS or Public Authority staff and returned to the applicant provider.

All providers who provided photocopies of their identity-verification documents during the waiver period will not be required to present original documentation to the county IHSS or Public Authority staff on or after the date of the declared end of the state of emergency in California.

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