

April 16, 2025

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 25-25

The purpose of this All County Letter is to inform counties of modifications to the In-Home Supportive Services Quality Assurance Sample Size Methodology.



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GOVERNOR

April 16, 2025

ALL COUNTY LETTER NO. 25-25

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

SUBJECT: MODIFICATION OF THE IN-HOME SUPPORTIVE SERVICES
QUALITY ASSURANCE SAMPLE SIZE METHODOLOGY USED
TO DETERMINE REQUIRED COUNTY CASE REVIEWS

REFERENCE: [WELFARE AND INSTITUTION CODE SECTION 2305.7](#) and
[SECTION 2305.71](#); [MANUAL OF POLICIES AND PROCEDURES](#)
[SECTION 30-702.125](#); [COMMUNITY FIRST CHOICE OPTION](#)
[STATE PLAN AMENDMENT 13-007](#); [COMMUNITY FIRST](#)
[CHOICE OPTION STATE PLAN AMENDMENT 23-0005](#); [ALL](#)
[COUNTY LETTER 13-110](#)

The purpose of this All County Letter (ACL) is to inform counties of modifications to the In-Home Supportive Services (IHSS) Quality Assurance (QA) Sample Size Methodology. The modified methodology expanded the caseload size for large counties from 10,000 – 49,999 to 10,000 – 99,999; subsequently making the very large counties threshold caseload increase to 100,000 effective Fiscal Year (FY) 2025-26.

BACKGROUND

Section [12305.7](#) and Section [12305.71](#) of the Welfare and Institutions Code (WIC) mandates quality assurance activities to be performed by the California Department of Social Services (CDSS), the counties, and the California Department of Health Care Services (DHCS) to improve the quality of IHSS. The [WIC Section 12305.71](#) mandates that each county have a dedicated QA function or unit that performs specific QA activities. County QA is used to describe those who participate in QA activities at the county level, regardless of their job title or the title of their unit/team.

One of the activities County QA is mandated to conduct is performing routine scheduled reviews of IHSS cases, including case file reviews (desk reviews) and home visits. County staff conducting QA activities must use standardized forms and follow the same policies and procedures for each desk review and home visit conducted. The number of

desk reviews and home visits required by a county has been determined using the sampling methodology as set forth by [Community First Choice Option \(CFCO\) State Plan Amendment \(SPA\) 13-007](#) and reiterated in the [IHSS Quality Assurance/Quality Improvement \(QA/QI\) Policy Manual](#) (Appendix A). This methodology resulted in significantly reduced workloads for counties, while still providing for the review of a representative sample of each county's IHSS caseload, statistically valid within appropriate parameters.

IN-HOME SUPPORTIVE SERVICES CASE REVIEW METHODOLOGY

The current methodology for determining the minimum number of desk reviews and home visits required to be completed by a county uses the sampling methodology as set forth by [CFCO SPA 3-007](#) and reiterated in the [IHSS QA/QI Policy Manual](#) (Appendix A). Per the [IHSS QA/QI Policy Manual](#), routine scheduled reviews confirm whether or not: 1.) recipient needs are correctly assessed, and 2.) the documentation is in compliance with state and county requirements. The routine scheduled reviews consist of desk reviews and home visits and must include cases from all district offices and all caseworkers involved in assessments and/or reassessments. The cases chosen by the county for a home visit must have already received a full desk review as part of a routine scheduled case review. The minimum required number of home visits is 20 percent of the required desk reviews. Additionally, as part of the routine scheduled reviews, counties must also review a sample of denied cases to validate that the denial is consistent with regulations. Reviews of denied applications can account for up to 10 percent of the county's minimum required number of desk reviews.

MODIFIED CASE REVIEW METHODOLOGY AS OF FISCAL YEAR 2025-26

Effective FY 2025-6, the case review methodology will expand the caseload for large counties from 10,000 – 49,999 to 10,000 – 99,999, thus changing the very large counties starting caseload from 50,000 to 100,000 (i.e., 100,000 and above will be considered very large). These modifications are being made to accommodate caseload growth and ensure that case reviews are designed to confirm that participant needs are correctly assessed and that case files contain appropriate documentation, in accordance with the [Manual of Policies and Procedures Section 30-702.125](#). The modifications are outlined below:

County Size	County Caseload
Very Large	100,000+
Large	10,000 to 99,999
Medium	1,000 to 9,999
Small	26 to 999
Very Small	1 to 25

The CDSS will continue to notify counties of their minimum required number of desk reviews for the next FY each April. Please note, there will be no other changes to the

methodology at this time. The CDSS and counties are collaboratively discussing possible additional methodology revisions.

If you have any questions or need additional guidance regarding the information in this letter, contact the CDSS' IHSS Program Integrity Unit via email at ihss-pi@dss.ca.gov.

Sincerely,

Original Document Signed By

LEORA FILOSENA, P.M.P.
Deputy Director
Adult Programs Division