



CDSS

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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

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EDMUND G. BROWN JR.
GOVERNOR

March 23, 2015

ALL-COUNTY INFORMATION NOTICE NO.: I-17-15

TO: ALL COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERS

**SUBJECT: ENTRY OF FRAUD COMPLAINTS AND APS/CPS/FRAUD
REFERRALS INTO CASE MANAGEMENT, INFORMATION AND
PAYROLLING SYSTEM (CMIPS)**

REFERENCES: CMIPS INFORMATIONAL NOTIFICATION, DATED
FEBRUARY 13, 2014; ACL NO. 13-83, IMPLEMENTATION OF
THE UNIFORM STATEWIDE PROTOCOLS FOR PROGRAM
INTEGRITY ACTIVITIES IN THE IN-HOME SUPPORTIVE
SERVICES (IHSS) PROGRAM; SOC 2248, IHSS COMPLAINT OF
SUSPECTED FRAUD FORM

The purpose of this All-County Information Notice (ACIN) is to provide CMIPS users with clarification to instructions provided in the CMIPS Informational Notification dated February 13, 2014.

Fraud Complaints

Information about fraud complaints shall not be entered in CMIPS case notes. Fraud complaints frequently consist of unsubstantiated allegations that may, upon investigation, prove unfounded. As CMIPS case records are visible to a number of county and state employees across California, adhering to this directive will help to protect the due process rights of recipients and providers who may not have committed any wrongdoing.

The proper forum for documenting IHSS fraud complaints is form SOC 2248, *IHSS Complaint of Suspected Fraud Form*.

Fraud/APS/CPS Referrals

When a county staff refers a case for internal administrative action or to another agency for investigation, e.g., Department of Health Care Services, district attorney or

REASON FOR THIS
TRANSMITTAL

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

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Adult/Child Protective Services, limited information about the referral should be entered in the CMIPS *Case Investigation Screen*.

This information is limited to the date of the referral and the name of the agency (or internal department/group) to which the case has been referred.

Please note that fraud referrals are different than mere complaints, because the former have been fully triaged and have been determined to be appropriate for investigation. While both are documented on form SOC 2248, initial fraud complaint information is entered in Sections A through D, while triaged complaints that have advanced to the stage of fraud referrals are documented in Sections E and F and noted briefly in the CMIPS Case Investigation Screen. ACL No. 13-83, *Implementation of the Uniform Statewide Protocols for Program Integrity Activities in the In-Home Supportive Services (IHSS) Program* provides details about the proper procedure for handling fraud complaints and the fraud referral process.

For questions regarding the above information, please contact the Adult Programs Division, Adult Programs Policy and Quality Assurance Branch, Quality Assurance and Improvement Bureau, Program Integrity Unit at (916) 651-3494 or ihss.pi@dss.ca.gov.

Sincerely,

Original Document Signed By:

HAFIDA HABEK, Chief
Adult Programs Policy and Quality Assurance Branch
Adult Programs Division