



CDSS

WILL LIGHTBOURNE
DIRECTOR

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



EDMUND G. BROWN JR.
GOVERNOR

April 9, 2015

ALL-COUNTY INFORMATION NOTICE NO. I-25-15

REASON FOR THIS TRANSMITTAL

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

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

SUBJECT: Additional Reasonable Accommodations Available to Blind or Visually Impaired (BVI) In-Home Supportive Services (IHSS) Applicants and Recipients to Ensure Access to the IHSS Program as Required by the Americans with Disabilities Act (ADA).

This All-County Information Notice (ACIN) informs County Welfare Departments (CWDs) of the additional resources that will be available to the CWDs, as part of their existing and ongoing responsibilities, to offer and provide reasonable accommodations to Blind or Visually Impaired (BVI) IHSS applicants and recipients, when requested, to ensure access to the IHSS program and related information.

The California Department of Social Services (CDSS) has developed additional forms, policies and procedures, and is making changes to the IHSS Case Management Information and Payrolling System (CMIPS) to assist the CWDs with their responsibilities to comply with the ADA, as noted above. These additional resources will be available to all CWDs beginning in August 2015, following the below-noted Pilot Schedule. Some of the additional reasonable accommodation resources that will be available to BVI applicants and recipients include additional formats to access Notices of Action (NOA) and program forms as well as an alternative auditory process for blind IHSS recipients (and in some circumstances visually-impaired recipients when a county has assessed the requested preference) to review and approve or disapprove his or her IHSS provider's timesheet(s), hereafter referred to as the Telephonic Timesheet Approval System.

Pilot Schedule

- **April 2015** – Pilot counties, that include Alameda, Sacramento, and Santa Clara counties, will begin to reach out to blind IHSS recipients to seek volunteers to participate in the Telephonic Timesheet Approval System pilot.
 - CDSS is working on training for the pilot counties.

- **May 2015** – The Telephonic Timesheet Approval System pilot will begin.

Statewide Schedule

The following will be made available by CDSS for counties to offer as reasonable accommodations, when applicable:

- **August 2015** –
 - 18-point font IHSS provider timesheet and NOAs for visually impaired IHSS applicants and recipients
 - Telephonic Timesheet Approval System for blind IHSS recipients, as noted above
 - Redesigned 18-point font Application for Social Services (SOC 295) form for visually impaired IHSS applicants
 - NOAs in CD format for both blind and visually impaired IHSS applicants
- **September/October 2015**
 - Braille NOAs for blind IHSS applicants and recipients

The above-noted additional reasonable accommodation resources, facilitated by CDSS, are to supplement the current and ongoing reasonable accommodations offered by CWDs to BVI IHSS recipients in compliance with ADA requirements.

CMIPS Functionality Updates

Beginning May 1, 2015, and later as specified, CMIPS will be enhanced to include functionalities to offer BVI IHSS recipients requesting reasonable accommodations to access the IHSS program and related information. These functionalities include:

- New screens, business rules, and error messages to the IHSS application to allow social workers to enter the reasonable accommodation preferences requested by BVI IHSS applicants and recipients during an assessment or reassessment;
- Modifications to the assessment intake forms that will include a new section to document the reasonable accommodation preferences requested by a BVI IHSS applicant or recipient. Initially, changes will only be made to the SOC 295 form with later changes to be made to the Needs Assessment Form (SOC 293) in September 2015;
- The new interactive Telephonic Timesheet Approval System that will allow a blind IHSS recipient, via an auditory process, to review and approve or disapprove an IHSS provider(s) timesheet(s) submitted by the provider(s) for processing payroll. The System will allow a blind IHSS recipient, and as noted above in certain circumstances a visually-impaired IHSS recipient, to bypass the

currently required signing of the provider's timesheet(s) by the recipient that verifies the accuracy of the information set forth in the timesheet(s). A BVI IHSS recipient, who is provided reasonable accommodation through the new interactive System, will be required to choose a 4-digit numeric Recipient Authentication Number to be entered along with their IHSS case number, via the telephone, to facilitate access by the recipient to hear the information documented on the provider timesheet and be able to approve or disapprove the timesheet by telephonic means;

- The availability of a CD format that contains a textual-based version of the NOA provides access via a file reader as well as an audio file;
- The availability of an enlarged 18-point font for the IHSS provider timesheet; and
- The updating of the Recipient Characteristics Summary Listing Report and Data Download file set to facilitate the documentation of the reasonable accommodation preferences requested by BVI IHSS recipients.

CMIPS screens have been modified to document the reasonable accommodation preferences requested by BVI IHSS recipients that will also be documented on the redesigned SOC 295 and the forthcoming redesigned SOC 293 to be provided in September 2015. Since the SOC 295 and SOC 293 are formatted differently than the CMIPS screens, it is important that eligibility workers understand how to navigate the form options to accurately document the information in the screen options. An ACIN describing how the screens correlate to these forms will be issued by CDSS in the near future.

Additionally, training and materials regarding these additional reasonable accommodations will be available to BVI IHSS applicants and recipients later this year.

If you have any questions, please contact the Adult Programs Policy and Quality Assurance Branch, Policy and Operations Bureau at (916) 651-5350.

Sincerely,

Original Document Signed By:

EILEEN CARROLL
Deputy Director

Adult Programs Division

c: CWDA