



CDSS

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DEPARTMENT OF SOCIAL SERVICES

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EDMUND G. BROWN JR.
GOVERNOR

May 29, 2015

ALL-COUNTY INFORMATION NOTICE NO.: I-45-15

TO: ALL COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERS

SUBJECT: RELEASE OF THE STATEWIDE REPORT OF COUNTY QUALITY ASSURANCE/QUALITY IMPROVEMENT ACTIVITIES IN THE IN-HOME SUPPORTIVE SERVICES PROGRAM FOR FISCAL YEAR 2013-14

This notice accompanies the release of the Statewide Report of County Quality Assurance/Quality Improvement (QA/QI) Activities in the In-Home Supportive Services (IHSS) Program for Fiscal Year (FY) 2013-14.

BACKGROUND

On August 16, 2004, The California Legislature enacted Senate Bill (SB) 1104, which required the California Department of Social Services (CDSS) and county welfare departments to establish a dedicated QA function to conduct various activities, including routine scheduled reviews of IHSS cases. The IHSS QA/QI Procedures Manual (Attachment C to ACL No. 06-35) established that counties must conduct desk reviews on at least 250 IHSS cases per allocated QA full-time equivalent (FTE), and home visits on a sub-sample of 50 of those cases per QA FTE.

This annual QA/QI Report is significant because it represents the first report based on the revised version of the County QA/QI quarterly reporting form (SOC 824). Many of the limitations discovered in the analysis of earlier versions of this reporting form contributed to the development of this revised SOC 824. The key findings of this report include:

- County QA staff reported completing 17,167 desk reviews, including 16,221 desk reviews of active cases, and 946 denied applications. Of the desk reviews, 3,082 resulted in home visits.

REASON FOR THIS TRANSMITTAL

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

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- Thirty-eight counties reported conducting 63 targeted reviews on 22 topics.
- County QA staff reported implementing 29 quality improvement measures.

Click the link below to access the report:

[County Quality Assurance/Quality Improvement Activities
State Annual Report for Fiscal Year 2013-14](#)

If you have questions or comments regarding this report, please contact the Program Integrity Unit at (916) 651-3494 or via e-mail at ihss-pi@dss.ca.gov.

Sincerely,

Original Document Signed By:

EILEEN CARROLL
Deputy Director
Adult Programs Division

Attachment

c: CWDA