



CDSS

WILL LIGHTBOURNE  
DIRECTOR

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



EDMUND G. BROWN JR.  
GOVERNOR

September 30, 2013

ALL-COUNTY LETTER (ACL) NO: 13-66

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

SUBJECT: **DOCUMENTED UNMET NEED**

REASON FOR THIS TRANSMITTAL

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

The purpose of this All-County Letter (ACL) is to provide counties with further clarification on assessing and documenting unmet need in the In-Home Supportive Services (IHSS) program.

**BACKGROUND**

Documented unmet need is a recipient's total hours for non-Protective Supervision In-Home Supportive Services that are in excess of the statutory maximum. A recipient is not considered to have a documented unmet need if his/her total authorized non-Protective Supervision hours are less than the statutory maximum.

When a recipient's individually-assessed service needs exceed the statutory maximum, the IHSS Case Management, Information, and Payrolling System (CMIPS) automatically considers the case as having a documented unmet need and prorates the total number of unmet need hours across all authorized non-Protective Supervision service categories.

**NOTICES OF ACTION**

The total number of documented unmet need hours is reflected on the Notice of Action (NOA) which will have a system-generated NOA message indicating the documented unmet need hours. If the NOA does not have a message reflecting documented unmet need hours, this means the recipient does not have a documented unmet need. The following CMIPS II NOA messages address unmet need.

NOA Code:	Title:	Message Text:
UN01	Unmet Need PCSP (NSI)	<p>You are receiving your IHSS services through the PCSP program and under the program rules are determined as non-severely impaired. The maximum number of hours you may get is 283 per month. Therefore, you have an unmet need of service. (W&amp;IC 12303.4)</p> <p>You have a total of ### hours and ## minutes of unmet need.</p>
UN02	Unmet Need PCSP (SI)	<p>You are receiving your IHSS services through the PCSP program and under the program rules are determined as severely impaired. The maximum number of hours you may get is 283 per month. Therefore, you have an unmet need of service. (W&amp;IC 12303.4)</p> <p>You have a total of ### hours and ## minutes of unmet need.</p>
UN03	Unmet Need IPO (NSI)	<p>You are receiving your IHSS services through the IPO program and under that program rules are determined as non-severely impaired. The maximum number of hours you may get is 195 per month. Therefore, you have an unmet need of service. (W&amp;IC 12303.4)</p> <p>You have a total of ### hours and ## minutes of unmet need.</p>
UN04	Unmet Need IPO (SI)	<p>You are receiving your IHSS services through the IPO program and under that program rules are determined as severely impaired. The maximum number of hours you may get is 283 per month. Therefore, you have an unmet need of service. (W&amp;IC 12303.4)</p> <p>You have a total of ### hours and ## minutes of unmet need.</p>
UN05	Unmet Need IHSS-R (NSI)	<p>You are receiving your IHSS services through the IHSS-R program and under that program rules are determined as non-severely impaired. The maximum number of hours you may get is 195 per month. Therefore, you have an unmet need of service. (W&amp;IC 12303.4)</p> <p>You have a total of ## hours and ## minutes of unmet need.</p>
UN06	Unmet Need IHSS-R (SI)	<p>You are receiving your IHSS services through the IHSS-R program and under that program rules are determined as severely impaired. The maximum number of hours you may get is 283 per month. Therefore, you have an unmet need of service.</p> <p>You have a total of ## hours and ## minutes of unmet need.</p>

## **COUNTY RESPONSIBILITIES**

IHSS social workers shall continue to assess all IHSS service needs regardless of statutory maximum to ensure the assessment process represents an accurate determination of a recipient's needs. Consistent with the assessment process, social workers must document in the case file when the assessment includes unmet need. A determination by the social worker indicating an unmet need should be annotated in the case narrative and should include the number of unmet need hours.

Consistent with case management requirements, when assessing the recipient to have a documented unmet need, the social worker should identify other resources, as appropriate, that meet the unmet need elsewhere, including referring the recipient to other government programs or community-based organizations at no cost to the recipient. These referrals should be noted in the case file. As always, if the social worker has concerns about the recipient's safety in his/her home a referral to the appropriate agency should be made.

Additionally, counties are reminded that an IHSS recipient may request a reassessment when there has been a change in the recipient's circumstances that affects the need for IHSS services.

For questions regarding information provided in this ACL, please contact the Service Assessment & Cash Programs Unit at (916) 651-5350.

Sincerely,

### ***Original Document Signed By:***

EILEEN CARROLL  
Deputy Director  
Adult Programs Division

c: CWDA