

November XX, 2019

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. XX-XX

This All County Letter (ACL) will provide counties guidelines related to the security and privacy of IHSS program data and with the requirement for pre-approval related to implementing any new systems or ancillary tools that utilize data from the IHSS Case Management, Information Payrolling System (CMIPS). This ACL will also outline the process for submitting documentation to CDSS for review prior to the implementation of the new systems or tools.



KIM JOHNSON
DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

November XX, 2019

ALL COUNTY LETTER (ACL) NO. 19-XX

TO: ALL COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERS

SUBJECT: COUNTY RESPONSIBILITY TO SECURE DATA RELATED TO THE IN-HOME SUPPORTIVE SERVICES PROGRAM AND REQUIREMENTS FOR REQUESTING INTERFACE WITH THE IN-HOME SUPPORTIVE SERVICES CASE MANAGEMENT AND INFORMATION SYSTEM (CMIPS) BY NEW COUNTY SYSTEMS, APPLICATIONS OR ANCILLARY TOOLS

REFERENCE: [GOVERNMENT CODE SECTION 11015.5](#); [WELFARE AND INSTITUTIONS CODE SECTION 10850](#)

The purpose of this ACL is to provide counties with information, direction and expectations relating to county responsibilities for securing the confidentiality of data related to the In-Home Supportive Services Program (IHSS) in accordance with State and Federal guidelines. In addition, this ACL provides direction on a process for obtaining prior approval from the California Department of Social Services (CDSS) before implementing new systems, applications, and/or ancillary tools that will interface directly with data from the Case Management, Information and Payrolling System (CMIPS). This process will be referred to as 'data collection methods' in this ACL.

BACKGROUND

The CDSS has the responsibility to protect the personal information and data of IHSS recipients and providers that is stored in CMIPS. As such, CDSS is resolute in enforcing privacy and security provisions regarding the usage of IHSS data which includes all internal or external data collection methods counties may utilize to administer their local IHSS program. County data collection methods must meet both Federal and State laws and regulations that govern technology systems, including but not limited to, the Health Insurance Portability and Accountability Act (HIPAA) and the

California Statewide Information Management Manual. Counties must ensure that their staff and any county agents, vendors and/or sub-contractors may only access IHSS data for purposes of administering the program and must ensure that Personal Identifying Information (PII), and/or Sensitive or otherwise Confidential (PSCI) data is appropriately safeguarded and reclaimed at the completion of agent and/or sub-contractor relationships. Counties may grant public research requests that utilize only aggregate, de-identified data and do not contain PII or PSCI.

Counties are informed that as recipients of State and federal funding, local county, county agents, vendors and/or sub-contractors may be subject to audit requests from either or both state and federal entities and as such, counties must ensure compliance with such guidelines.

As part of the CDSS' responsibility to ensure data security, CDSS will be sending a survey to the counties to identify existing tools and ancillary systems that are being used for data collection. The goal of the survey is to take an inventory of county tools and potentially identify opportunities for possible enhancements to CMIPS reporting that will benefit all counties.

CDSS REVIEW AND APPROVAL PROCESS FOR CMIPS INTERFACE REQUESTS

CDSS has developed the CMIPS system and its assorted components with consideration of meeting all counties' IHSS program needs statewide. Any proposed application, software, etc. that a county wishes to interface directly with CMIPS has the potential to impact statewide service to all users and will not be approved. County ancillary systems can utilize the CMIPS data downloads, but any software that uses virtual users, screen scraping, or accesses CMIPS directly is not allowed.

With the implementation of this ACL, counties that wish to implement software that utilizes CMIPS data, will need to initiate the CDSS review and approval process by submitting a written concept proposal, via email, prior to developing their application and/or attempting to access or utilize CMIPS data directly.

This review process is meant to identify and mitigate any risks associated with the use and storage of CMIPS data and reduce the potential of an exhaustion of county funding resources where CDSS may be implementing a similar system in the future that counties may utilize.

SUBMISSION PROCESS

When transmitting the concept proposals and required additional documentation to CDSS, the county must include a contact name, telephone number, email address and physical mailing address. This contact information will be used during the review process for clarifying information as needed related to the review process as well as outcome notification.

The county shall submit the concept proposal consisting of the following information:

- County name
- County contacts: program and tech support
- Name of system or tool
- Vendor developer and contacts (if applicable)
- Proposed implementation date
- Overview of the system/tool: provides high-level description of the system/tool's purpose and function, technical component, data exchange (all inputs and outputs to and from the system/tool), and how the system or tool will be accessed, such as internet or local intranet
- Users: who will use the system/tool
- Description of the county business needs: provide brief description of the business benefits the system/tool will achieve

Counties shall submit their concept proposals to the CMIPSIRequests@dss.ca.gov email address. The CDSS will notify the county via email upon receipt of the concept proposal.

CDSS will conduct a thorough review of the documentation submitted. This review process will consist of an analysis of how the CMIPS interface data is going to be used in any new systems or ancillary tools. The purpose of this review is to ensure that after this new system or tool is implemented that there are no risks of data breaches, and that all IHSS data is treated in a confidential and secure manner.

Upon CDSS review, if the concept proposal meets the state requirements, CDSS will notify the requesting county in writing within thirty days from the date of receipt. If the concept is not approved, CDSS will request additional documentation to be considered and reviewed. To complete the approval process, counties, their agents, vendors and/or subcontractors may be required to provide information related to system security, including plans and assessments, and system requirements documentation.

County Responsibilities

To successfully safeguard personal and confidential information, counties must ensure the following items are adhered to:

1. Counties shall not develop/procure tools/applications that directly connect to the CMIPS application.
2. Counties shall not develop/procure tools/applications that directly connect to the CMIPS application to perform CRUD (create, read, update and delete) operations to update/maintain IHSS case data. Counties may use CMIPS Data Download (DDL) files for import of any electronic CMIPS data for their reporting needs.

3. Counties, its employees, agents, vendors and subcontractors shall protect from unauthorized disclosure any Personal Information, Sensitive Information, or Confidential Information (PSCI).
4. Counties shall implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of PSCI that it creates, receives, maintains, uses, or transmits on behalf of IHSS and CMIPS.
5. Counties shall develop and maintain a written information privacy and security program that includes administrative, technical, and physical safeguards appropriate to the size and complexity of the county's operations and the appropriate levels of security (confidentiality, integrity, and availability).
6. County Department's agree to allow CDSS to inspect systems, ancillary tools and/or records implemented utilizing data from the CMIPS database. Such inspections shall be scheduled at times that take into account the operational and staffing demands. The County Department agrees to promptly remedy any violation noted as a provision of this ACL and certify the same to CDSS in writing.

Questions regarding the information transmitted in this ACL may be directed to the Adult Programs Division, Systems Enhancement Branch, at the following email address: CMIPSI-Requests@dss.ca.gov.

Sincerely,

Original Document Signed By:

DEBBI THOMSON
Deputy Director
Adult Programs Division