



CDSS

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DEPARTMENT OF SOCIAL SERVICES

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GOVERNOR

April 17, 2015

ALL-COUNTY INFORMATION NO.: I-20-15

TO: ALL COUNTY WELFARE DIRECTORS
IHSS PROGRAM MANAGERS

SUBJECT: NEW IN-HOME SUPPORTIVE SERVICES (IHSS) *QUALITY ASSURANCE CASE NARRATIVE GUIDE*

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 Information Notice (ACIN) is to provide counties with information regarding the availability of the recently developed *IHSS Quality Assurance (QA) Case Narrative Guide*.

This guide is intended to assist and support county social workers in identifying key elements of the IHSS assessment and authorization process, by providing a standardized best practices guide for comprehensive IHSS case documentation.

BACKGROUND

The development of the *QA Case Narrative Guide* stemmed from the Coordinated Care Initiative (CCI), and the California Department of Social Services' (CDSS) commitment to provide ongoing IHSS technical assistance to all counties. This is the first of several guides that are currently in development to assist county staff in the administration of the IHSS program.

QUALITY ASSURANCE CASE NARRATIVE GUIDE

The foundation of the contents included in this narrative guide is built on the elements contained in the IHSS Needs Assessment form (SOC 293). Additionally, the guide has incorporated components from comprehensive case narrative samples from several counties which were collected as best practices during State QA monitoring reviews. The final step of the process was to provide our county partners with an opportunity to provide comments on the draft narrative guide, which resulted in additional changes before finalization.

The key elements identified in this guide include, but are not limited to, detailed case documentation of the following:

- Social Worker Observations
- Recipient Functional Abilities/Limitations
- Protective Supervision
- Alternative Resources
- Parent Provider Eligibility
- Critical Incidents/Referrals
- Paramedical Services
- Unmet Need

RECIPIENT INDEPENDENT CHOICES

California's Community First Choice Option (CFCO) program allows recipients more choice and control of the IHSS services that they receive. Under CFCO, a recipient has the choice of having a parent or spouse as their provider, a choice previously only allowed under the IHSS Plus Option program. CFCO also allows for additional services, including Teaching and Demonstration, that was only allowed under the IHSS-Residual Program.

42 California Federal Register (CFR) Section 441.530 specifies the qualities of Home and Community-Based settings that are required for the CFCO program. These requirements shall be reviewed and documented during the assessment process, and include, but are not limited to:

- Details regarding the recipient's choice of where he/she lives;
- Recipients having choice and control of their daily schedules;
- Recipients having the choice to participate in community activities; and
- Recipients having the choice to seek employment, if desired.

DISTRIBUTION OF THE GUIDE

CDSS, in collaboration with the California State University, Sacramento, will distribute an initial narrative guide to each designated county trainer later this month. A copy of this guide will also be provided to county QA staff during CDSS monitoring visits.

Additionally, this guide will be added to the IHSS Training Academy curriculum and will also be available on the CDSS website at the following link:

<http://www.cdss.ca.gov/agedblinddisabled/PG1214.htm>.

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If you have any questions regarding this new guide, please contact the Adult Programs Policy and Quality Assurance Branch, Quality Assurance and Improvement Bureau, Research and Training Development Unit at IHSS-Training@dss.ca.gov or at (916) 651-3494.

Sincerely,

Original Document Signed By:

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