

CHAPTER 9

IHSS QUALITY CONTROL, ASSURANCE & IMPROVEMENT

IHSS QCA CASE REVIEWS

General Information

A selection of IHSS cases are reviewed by Quality Control and Assurance (QCA) each month. The sample is selected using either CMIPS II or the CMIPS Data Base Tool to generate a random listing of cases. The QCA Supervisor or a lead worker then assigns the cases.

Types of Reviews

Desk Review

The desk review is completed to verify the completeness and accuracy of the IHSS case, ensure that all required forms have been included, and that State and County regulations and policies have been applied correctly.

Full Field Review

A portion of the cases receiving a desk review are randomly selected for full field review. QCA will conduct a home visit to verify information in the case, including eligibility for services and a review of the assessment. The desk review findings are compared with field observations, recipient statements and third party verifications, as necessary. The recipient or the recipient's authorized representative is interviewed, preferably without the presence of the recipient's provider. The provider is interviewed separately either in person or by phone.

Focused Case Review

Cases receiving a focused case review are selected because of program or other issues, by management request, or through information obtained because of an ad-hoc report data run. This could include target populations, protective supervision cases, recipients living alone or specific service areas.

Assigning Cases

The QCA Supervisor, or a lead worker, is responsible for assigning the monthly case reviews. Each QCA Social Worker is assigned a list of case reviews by the 15th of the month prior to the review month. If the lead worker assigns cases, the QCA Supervisor or other designated individual will assign the cases for the lead worker. The lead worker will not assign his/her own cases.

The QCA Supervisor will randomly select cases for the review month using CMIPS II reports or the CMIPS Database Tool. Reviews are rotated in a regular cycle so that each office is reviewed every four months. The following chart indicates the review schedule for IHSS district offices and Social Workers.

QCA District Review Cycle FY 2012-13			
DISTRICTS	MONTH Q1	MONTH Q2	MONTH Q3
ES30-DIST. 05 (10) LS10-DIST. 10 (10) KS30-DIST. 06 (6) AND CS50-DIST. 11 (4)	JULY	NOV.	MARCH
TARGETED CASE REVIEWS	AUG.	DEC.	APRIL
LS70-DIST. 04 (9) SS60-DIST. 03 (8) AND SS20-DIST. 02 (3) SS10-DIST. 01 (9) AND SS20-DIST. 02 (3)	SEPT.	JAN.	MAY
CS10-DIST. 08 (8) AND SS50-DIST. 13 (2) CS40-DIST. 07 (7) AND SS50-DIST. 13 (2) SS70-DIST. 04 (9)	OCT.	FEB.	JUNE

Each QCA Social Worker will complete a minimum of five desk reviews for each IHSS Social Worker in the unit assigned for review. Ten cases selected for desk review will also include a full field review. Two denied cases will be included in the review for each IHSS Social Worker assigned intakes.