

CHAPTER 9

IHSS QUALITY CONTROL, ASSURANCE & IMPROVEMENT

REVIEW PROCEDURES

QCA Social Worker Procedures

All IHSS case material is confidential and all related CDSS and County regulations and restrictions in the handling, removal, and or transportation of case information applies. The QCA Social Worker will “pull” the cases that are to be reviewed, or if a case has been scanned, will use IHSS WebTop. Social Work and QCA staff will not initiate discussions about cases under review during the QCA process. When there are questions regarding a specific review, the chain of command will be followed.

- Photocopies of documents in the case file will be limited to the minimum amount needed to document the review outcomes.
- Reviews will not be assigned for a case in the month before, during, or after the reassessment is due.
- When the case is unavailable for review (e.g. the case is closed, a renewal is due, the case is in “leave” status, has been requested for an appeal, or has been transferred), the QCA Social Worker will be assigned or will randomly select, a different case to review from the same Social Worker.
- When there are additional IHSS recipients in the household of a case selected for review (companion cases), the QCA Social Worker will also complete a review of all companion cases. Note: Program policy requires that companion cases be assigned to the same caseworker. If this is not the case, the recommendation to consolidate with one worker should be included in the review.
- All reviews are to be completed and submitted to the QCA Supervisor by the last day of the review month. Case reviews that are not expected to be completed and turned in for review must be reported to the QCA Supervisor via the IHSS QCA-14 IHSS QCA Incomplete Case Review Report (Attachments 9-I).
- All monthly QCA review logs are to be completed and submitted to the QCA Supervisor by the fifth day of the month following the review month.

IHSS Case Review Summary

For each QCA desk, full field or focused case review assigned, the designated QCA Social Worker will review the case file using form IHSS QCA-01 IHSS QCA Case Review Summary (Attachments 9-I) to document the review. The IHSS QCA Case Review Summary will include recommendations for appropriate actions or corrections to IHSS forms including, but not limited to:

- SOC 321 Paramedical Services – If Paramedical Services are authorized, verify that a form was received and signed from the physician prior to the authorization of services. If the services identified on the form are Paramedical in nature, verify that the authorization period has not expired.
- SOC 426A Recipient Designation of Provider – Verify that there is a signed and dated form for each provider who is currently providing services.
- SOC 821 Assessment of Need for Protective Supervision – Verify that all sections of the form are completed, signed, and dated by the recipient’s physician and/or medical professional. Verify that the need for Protective Supervision is documented. On

reassessments, verify that the continued need for Protective Supervision has been addressed.

- SOC 873 Health Care Certification Form – Verify that all sections of the form are completed, signed, and dated by the recipient’s physician and/or medical professional.
- Verify that the *Service Evidence* in CMIPS II contains documentation showing how the need for services and the authorized hours were determined.
- Shared Living Situations – Verify that the proration requirements contained in the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Section 30-763.3 has been met.
- Timely Assessments/Reassessments – Verify that the assessment or reassessment has been conducted in the time that is specified by current regulations. If the recipient has been identified as an appropriate 18-month variable reassessment, verify that all criteria have been met.

Full Field Reviews (Home Visit)

The purpose of the home visit by QCA staff is to validate the information in the case file and to ensure that the services authorized are consistent with the recipient’s needs at a level which allows him/her to remain safely and independently in his/her home. Contact prior to the home visit must be made for full field reviews by sending the recipient an IHSS QCA-15 IHSS QCA Appointment Letter (Attachments 9-I), or by telephone.

The QCA Social Worker will complete a home visit and interview the recipient using the form IHSS QCA-02 IHSS QCA Home Visit Interview Guide (Attachments 9-I).

All of the following must be addressed during the home visit:

- Identify the recipient by viewing the recipient’s photo identification.
- Verify the recipient’s Social Security number by viewing the Social Security card.
- Verify the household information.
- Discuss health issues/physical limitations.
- Discuss any changes in condition or functional abilities since the last assessment completed by the IHSS Social Worker.
- Discuss the quality of the supportive services provided by IHSS staff.
- Verify that the recipient understands his/her services and the hours authorized.
- Verify that the recipient understands the right to request a fair hearing.
- Review all In-Home Supportive Services tasks.
- Discuss the need for any additional services.
- Ensure that a complete emergency back-up plan has been provided to the recipient.
- Discuss any available alternative resources.
- Discuss medical appointments.
- Discuss the quality of the care furnished by the provider.
- Review for any concerns related to potential Adult Protective Services (APS) issues.
- Review the completion of the IHSS time sheet.
- Review for third party liability and make appropriate referrals. Potential sources of third-party liability include but are not limited to:
 - Long-Term Care Insurance

- Worker's Compensation Insurance
- Victim Compensation Program Payments
- Civil Judgment/Pending Litigations

The QCA Social Worker will scan and save the completed *IHSS QCA Home Visit Interview Guide* in the designated QCA folder.

Case Reviews on Denied Applications

The purpose of reviewing a denied case is to verify that applications are being processed correctly, and within the mandated time limit. The QCA Social Worker will review the case to ensure that the IHSS Social Worker has taken all of the necessary steps prior to denying a case, and that the documentation in both the case file and the assessment narrative support the NOA that was generated.

Review Procedures

The QCA Social Worker will randomly select, or request from the IHSS Social Work Supervisor, cases that have been denied within the last 90 days. The case will be reviewed using the form IHSS QCA-09 IHSS QCA Denied Case Review Summary (Attachments 9-I) to document the results. The QCA Social Worker will scan and save the completed review summaries in the designated QCA folder in the S drive. Cases reviewed that are not in compliance will be forwarded to the IHSS Social Work Supervisor for corrective action.