

CHAPTER 9

IHSS QUALITY CONTROL AND ASSURANCE

NON-COOPERATION WITH QUALITY CONTROL

Condition of Eligibility

Recipient cooperation with Quality Control and Assurance (QCA) is a condition of eligibility for In-Home Supportive Services (IHSS). Failure to cooperate with QCA can result in the discontinuance of IHSS Services. The IHSS Social Worker must inform all applicants/recipients at intake and reassessment of the responsibility to comply with IHSS Quality Assurance regulations and reviews. The SOC 295 – Application for Social Services (Attachments 9-I) informs the applicant that he/she may be subject to unannounced visits to their home and that their provider(s) may receive letters identifying program requirement concerns from the State Department of Health Care Services (DHCS), California Department of Social Services (CDSS) and/or the County in which they receive services.

Recipient Non-Cooperation

A recipient is non-cooperative if he/she refuses to allow, or be available for a QCA home visit. Non-cooperation also includes failure to:

- Provide information requested by QCA
- Provide authorization for third party verifications
- Complete two scheduled appointments for the home visit

Discontinuance

When a recipient is non-cooperative with QCA, the QCA Social Worker will notify the IHSS Social Worker by email, using the IHSS QCA-13 IHSS QCA Immediate Action/Dropped Case Notice. The IHSS Social Work Supervisor and the IHSS QCA Supervisor will also be included in the email.

The IHSS Social Worker is required to immediately close the case, subject to the 10-day NOA requirement. A response from the IHSS Social Worker is required within 30 days. When/if the recipient agrees to cooperate with QCA, the IHSS Social Worker must contact the QCA Social Worker. The case must remain closed until the IHSS Social Worker has received notification from the QCA Social Worker that the recipient has cooperated with QCA. If the QCA home visit cannot be completed, the QCA Social Worker will receive credit for a “desk only” review when the review of the case file is completed.

Period of Ineligibility

The recipient is entitled to 10-day notice when IHSS services are discontinued. The NOA includes the effective date and the reason for discontinuance. It also contains information regarding the right to appeal the discontinuance, how to request a State appeal hearing, and the continuance of aid (paid pending an appeal) until the fair hearing process is completed.

The IHSS Social Worker will inform the recipient that cooperation with QCA is required before rescinding the discontinuance. If the recipient is willing to cooperate, the IHSS Social Worker will contact the QCA Social Worker within three days to request a QCA review. The QCA Social Worker will then contact the recipient and conduct a full field review. Upon completion of

the review, QCA will notify the IHSS Social Worker of the outcome of the review and the IHSS Social Worker will reinstate the case.

When an IHSS recipient who has been discontinued for non-cooperation attempts to re-apply for IHSS, the application will not be processed until the applicant has complied with the QCA process. The assigned IHSS Social Worker must refer the case to QCA and forward a copy of the SOC 295 – Application for Social Services. The recipient must cooperate with QCA before IHSS will be granted. The IHSS Social Worker will base eligibility on current information and conduct a needs assessment in addition to the QCA review.

Provider Non-Cooperation

The SOC 846 – IHSS Provider Enrollment Agreement (Attachments 9-I) informs an IHSS provider that he/she must cooperate with QCA staff to provide requested information related to the evaluation of a recipient's IHSS case. A provider is non-cooperative if he/she refuses to supply information regarding the provision of IHSS services. The non-cooperation of an IHSS provider with QCA does not affect the recipient's eligibility for IHSS. If a provider is non-cooperative, the QCA Social Worker will instruct the IHSS Social Worker on the IHSS QCA-01 IHSS QCA Case Review Summary to initiate a referral to the IHSS Program Integrity Unit. The Program Integrity Unit will conduct a case review and/or random unannounced home visit to ensure that the provider is providing the authorized services.