

## **CHAPTER 4**

### **CONTRACT SERVICES**

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#### **CONTRACT UNIT**

##### **Duties**

The Contract Unit is the liaison between IHSS staff and the current contractors. The unit's duties include:

- Monitoring contract compliance
- Investigating contract service complaint
- Authorizing payment for contracted services provided to the recipient.

##### **Contract Monitor**

The designated IHSS Contract Monitor will forward complaints to the contractor and will then follow up with an investigation of the specific complaints. Liquidated damages may be assessed for missed days of service or other contract violations.

- The Contract Monitor will complete the reverse side of the Complaint Referral within 90 days, with the complaint resolution documented.
- One copy of the completed complaint response will be forwarded to the Program Manager, and two copies to the Social Work Supervisor.
- The Social Work Supervisor will retain one copy and forward one copy to the Social Worker of record.

#### **ALL CONTRACT AGENCIES**

##### **Suspected Adult Abuse**

The contract agencies train their staff in recognizing and reporting adult abuse. When adult abuse is suspected, the contract agency will make a referral to Adult Protective Services and notify the assigned Social Worker of the referral.

##### **Oath of Confidentiality**

Contract agency staff are required to sign an "Oath of Confidentiality" based on W & I Code, Section 10850. The employee agrees not to discuss the recipient or provide any identifying information about the recipient to unauthorized persons. A copy of the Oath is filed in the employee's personnel file.