



CDSS

WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

February 11, 2013

ALL-COUNTY INFORMATION NOTICE NO.: I-05-13

TO: ALL COUNTY WELFARE DIRECTORS
ALL IHSS PROGRAM MANAGERS

SUBJECT: RELEASE OF THE IN-HOME SUPPORTIVE SERVICES (IHSS)
CONSUMER SURVEY REPORTS

This notice is to inform county welfare agencies of the release of the *IHSS Consumer Survey Report* for 2010 and 2012.

The survey was mandated pursuant to Senate Bill 1104 (Chapter 229, Statutes of 2004) to evaluate the implementation, impact, and recipient experiences with the Hourly Task Guidelines, the Quality Assurance Initiative, appeals/fair hearings, and other IHSS related activities. The 2008, 2010, and 2012 surveys were conducted by the CDSS Adult Programs Division under contract with the Institute for Social Research (ISR) at California State University, Sacramento. 2012 is the third IHSS consumer survey conducted by CDSS.

The initial survey was developed by CDSS in conjunction with a panel of stakeholders and administered in 2008 and released. The second survey was administered in 2010 and included additional questions on consumer satisfaction to comply with federal requirements related to the State Plan Amendment for the 1915 (j) Option. These were also included in the 2012 survey. The 2010 survey results were not publicly released before now, they are being released in conjunction with the 2012 survey results.

The 2012 survey results provide a comparison 2008, 2010, and 2012 survey results providing a more complete picture over six years.

The reports are available on the CDSS website at:

<http://www.cdss.ca.gov/agedblinddisabled/PG1215.htm>

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

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If you have questions or comments regarding these reports, please contact Ernie Ruoff, Manager of the QA Research & Program Integrity Unit at (916) 651-3494 or via e-mail at IHSS-QA@dss.ca.gov.

Sincerely,

Original Document Signed By:

EILEEN CARROLL
Deputy Director
Adult Programs Division

c: CWDA