



CDSS

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DIRECTOR

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

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EDMUND G. BROWN JR.  
GOVERNOR

March 21, 2013

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

TO: ALL COUNTY WELFARE DIRECTORS  
ALL IHSS PROGRAM MANAGERS

SUBJECT: RELEASE OF THE UNIFORM STATEWIDE PROTOCOLS FOR  
PROGRAM INTEGRITY ACTIVITIES IN THE IN-HOME SUPPORTIVE  
SERVICES (IHSS) PROGRAM

This notice accompanies the release of the *Uniform Statewide Protocols for Program Integrity Activities in the IHSS Program*.

On July 24, 2009, ABX4 19 required the California Department of Social Services (CDSS) to establish a state and county stakeholders' workgroup to address the key requirements pertaining to In-Home Supportive Services (IHSS) program integrity. The goal of this workgroup was to develop protocols clarifying state and county roles and responsibilities for developing uniform statewide protocols for the implementation and execution of standardized program integrity measures in the IHSS program. The legislation amended components of the California Welfare and Institutions Code within Sections 12305.7(e)(2), 12305.7(h), 12305.71(c)(3), 12305.71(c)(5), and 12305.82.

In March 2010 CDSS formed the workgroup. The workgroup included representatives from CDSS, the Department of Health Care Services, the California Department of Justice Bureau of Medi-Cal Fraud and Elder Abuse, county program staff and district attorneys' offices. In 2011 IHSS recipients and advocacy groups representing both IHSS recipients and providers, were added to the stakeholder workgroup to ensure sufficient diversity in addressing the protocols. Over a two-year period the full workgroup met seven times. There were numerous subcommittee and focus group meetings and CDSS conducted two public meetings to ensure full stakeholder input. The workgroup engaged in a robust dialogue addressing issues as they pertained to workload, implementation specifics and challenges faced by small counties versus large counties.

The focus of the workgroup was to encourage a coordinated effort between county staff, investigators, prosecutors and the State in order to ensure a statewide consistent approach towards program integrity activities.

REASON FOR THIS TRANSMITTAL

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

The resulting IHSS Uniform Statewide Protocols reflect the workgroup's guiding principles throughout the process, which include:

- process *transparency*
- recipient *well-being*
- recipient and provider *dignity*
- emphasizing program *education*
- *safe and respectful mitigation* (stopping a problem before it starts)
- a commitment to *ensuring that no one is unfairly targeted*
- cooperation, and
- *minimal disturbance or confusion* caused to the vulnerable members of the IHSS community.

The specific measures addressed in the protocols include Unannounced Home Visits, Directed Mailings to IHSS providers and statewide communication and coordination for IHSS program integrity efforts between state and county offices.

If you have questions or comments regarding these protocols, please contact Mr. Ernie Ruoff, Manager, Quality Assurance Research & Program Integrity Unit at (916) 651-3494 or via e-mail at [IHSS-QA@dss.ca.gov](mailto:IHSS-QA@dss.ca.gov).

Sincerely,

***Original Document Signed By:***

EILEEN CARROLL  
Deputy Director  
Adult Programs Division

Attachment:

[In-Home Supportive Services \(IHSS\) Uniform Statewide Protocols \(2013\)](#)

[In-Home Supportive Services \(IHSS\) Fraud Data Reporting Form \(SOC 2245\)](#)

[In-Home Supportive Services \(IHSS\) UHV Findings Report \(SOC 2247\)](#)

[In-Home Supportive Services \(IHSS\) Complaint of Suspected Fraud Form \(SOC 2248\)](#)