

SSA Intranet

**ORANGE COUNTY SOCIAL SERVICES AGENCY
ADULT SERVICES
POLICY AND PROCEDURE MANUAL**

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| Program: | In-Home Supportive Services | Number: | SH 40.11.1 |
| Subject: | Quality Assurance/Quality Improvement (QA/QI) Overview | Date: | 12/31/06 |
| Approved: | Signature On File | Replaces: | New Procedure |

I. PURPOSE

To provide information regarding Orange County's implementation of In-Home Supportive Services Quality Assurance/Quality Improvement (IHSS QA/QI) measures.

II. POLICY

Orange County shall comply with IHSS QA/QI regulations and procedures, as specified in the annual County of Orange In-Home Supportive Services Quality Assurance/Quality Improvement Plan, and procedure SH 40.11.2 (Quality Assurance Case Reviews) of this manual.

III. BACKGROUND

Senate Bill (SB) 1104 (Chapter 29 Statutes of 2004), Budget Trailer Bill, contained important provisions regarding the development and implementation of a Quality Assurance (QA) program for the In-Home Supportive Services Program. These provisions were jointly created by the Administration, Legislature, Counties, and advocates to address the need for IHSS recipients to receive appropriate services in a consistent manner statewide and to address quality and integrity for a program that has seen significant growth in recent years.

IV. DEFINITIONS

IHSS QA/QI Staff: Adult Services Program Support Unit staff funded by the IHSS QA/QI Initiative who are required to perform IHSS QA/QI case reviews.

IHSS Quality Assurance/Quality Improvement Committee (QA/QI Committee): A committee composed of IHSS QA/QI Staff, second line IHSS Operations supervisors, and Adult Services Managers assigned to IHSS Operations and/or Adult Services Program Support.

V. PROCEDURE

IHSS QA/QI Staff shall:

- Prepare and submit the annual County of Orange IHSS Quality Assurance/Quality Improvement Plan to CDSS in accordance with instructions issued by the Disability and Adult Programs Division, Adult Programs Branch, Quality Assurance Bureau.
- Prepare and submit IHSS Quarterly Reports on QA/QI for IHSS/PCSP, IHSS/IPW and IHSS Residual Programs.

IHSS QA/QI Committee shall meet twice a month for the purpose of:

- Identifying program-wide training needs, and quality improvement opportunities.
- Developing strategies for implementing program-wide quality improvement measures.

VI. REFERENCES

ACIN I-69-04, 9/30/04:

- In-Home Supportive Services/Personal Care Services
- Program (IHSS/PCSP) Quality Assurance (QA) and Program
- Integrity Provisions of the Fiscal Year (FY) 2004/05 Health and Human Services Budget Trailer Senate Bill (SB) 1104.

ACIN I-64-05, 10/6/05: Annual Quality Assurance/Quality Improvement Plan

ACL 06-35, 9/1/06:

- Quality Assurance/Quality Improvement (QA/QI) Monitoring
- Regulations for the In-Home Supportive Services Personal Care
- Services, Independence Plus Waiver (IHSS/PCSP/IPW) Programs.
- Quality Assurance/Quality Improvement Procedures Manual

VII. LINKS

- [**County of Orange In-Home Supportive Services Quality Assurance/Quality Improvement Plan**](#)
- [**California Department of Social Services In-Home Supportive Services Quality Assurance/Quality Improvement Procedures Manual**](#)
- [**IHSS Quarterly Reports on QA/QI for IHSS/PCSP, IHSS/IPW And IHSS Residual Programs**](#)