



CDSS

WILL LIGHTBOURNE
DIRECTOR

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



EDMUND G. BROWN JR.
GOVERNOR

Date

ALL COUNTY INFORMATION NOTICE, NO. : XX-XXX

REASON FOR THIS TRANSMITTAL

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

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY IN-HOME SUPPORTIVE SERVICES PROGRAM MANAGERS

SUBJECT: COUNTY RESPONSIBILITIES IN PROCESSING APPLICATIONS FOR IN-HOME SUPPORTIVE SERVICES (IHSS)

This All County Information Notice (ACIN) serves as a clarification for all counties on the responsibilities of receiving and processing new applications for In-Home Supportive Services (IHSS).

This application process is provided in the Manual of Policy and Procedures (MPP) Section 30-009.221 et seq. and confirmed by statute. The regulations clearly state that the application process must be available for new prospective applicants, "Any person shall have the right to apply for services or to make application through another person on his behalf."

When a prospective applicant inquires by phone to a county, the county cannot determine eligibility over the phone without a formal application being completed. The applicant must be given an opportunity to complete an application. The application must be in writing on a form prescribed or approved by the Department, dated and signed, and shall include all information necessary to establish eligibility. Although counties have varying processes for applicants to apply, the written and signed application must be completed, allowing applicants the right to appeal the determination of eligibility. The application may be signed by the applicant or his authorized representative when he/she completes the application or at the time of the applicant's IHSS assessment.

Applications shall be processed and must include: an eligibility determination, needs assessment, and the notice of action mailed no later than 30 days following the determination of eligibility for Medi-Cal services in accordance with the California Code of Regulations Title 22, Division 3, Subdivision 1, Chapter 2, Article 4, Section 50177.

A determination of eligibility means a decision made based on information from a completed, dated, and signed application with sufficient information which would lead a reasonable person to conclude whether or not eligibility conditions have been met.

In accordance with MPP 30-009.236, notification of eligibility or ineligibility for the particular service shall be provided in writing, to all persons signing written applications for social services. The notice shall include information about the individual's right to request a fair hearing.

Should you have any questions regarding the application process, please contact the Adult Programs Policy, Legislation & Litigation Unit at (916) 651-5350.

Sincerely,

EILEEN CARROLL
Deputy Director
Adult Programs Division

c: CWDA