



CICA Update

Monday, June 8, 2009

Dear Amy,

On our last CICA Statewide conference call we discussed the issue of fraud within the IHSS program. I said I would send out some information to our members reflecting this discussion and also a list of questions the Advisory Committee in Santa Clara County asked their County IHSS Quality Assurance person.



As you know, there has been a lot of coverage in the press about presumed or litigated fraud throughout the state. There have also been several grand jury reports from different counties about fraud in their counties. However, there is very little actual statistical information about IHSS fraud from either the State or specific Counties.

CICA has encouraged county IHSS Advisory Committees and Governing Boards to invite county staff to discuss this issue. Many counties have IHSS Quality Assurance personnel on staff or someone filling that role. Counties are required to submit a Quality Assurance Report quarterly to the State. The County District Attorney's office might also have personnel who are or have been involved in the fraud issue who might have valuable information.

In the following section, I have included information from the Santa Clara County IHSS Advisory Committees meeting regarding this issue and questions that were asked. Please consider a similar meeting in your county so that the issue of fraud can be looked at realistically and factually.

CICA would be very interested in receiving any reports you receive from your counties. I think we truly need to get a firm statistical idea of what this issue truly looks like.

As with all programs of this nature, there will be some fraud....the key is the extent of that fraud.

Good luck and I hope you are all successful in getting an informative, worthwhile discussion started.

If you have any questions, I am always available by email or phone. You can reach me at janiewhiteford@yahoo.com or (408) 356-6034.

Sincerely,

Janie Whiteford, CICA President

Santa Clara County IHSS Advisory Committee meeting on Fraud May, 2009

The Santa Clara County AC last month invited their IHSS Quality Assurance staff person to our meeting with the Manager of the IHSS Program. They found this exchange very informative and helpful. Staff is going to follow-up with any statistical information they have been able to compile.

When this was reported on the CICA call members asked for a list of questions that the SCC AC members asked the Quality Assurance and IHSS staff personnel.

Most of those questions follow:

- What is your definition of IHSS fraud?
- Do you separate out consumer fraud vs. provider fraud. Are there any numbers?
- How much fraud? Can you give us a percentage?
- Describe types/examples of fraud.
- Is it family members or others?
- Who do you report fraud to? Local authorities, state authorities. Has this changed over time?
- When reported, does the amount of money involved have a consequence?
- Who reports fraud? Where does the information come from?
- Do you let people in the community know where to report fraud i.e. other social workers outside IHSS system, ILC's, senior centers?
- Are people being prosecuted?
- What systems are in place to detect/discourage fraud?
- Do you keep statistics on fraud locally? Will you please give us a report including dollars and percentages?
- Do you think some fraud exists simply because people do not understand the program and it is too difficult to interact with? Any numbers on this?

The discussion flowed very smoothly and you will probably find that one thing leads to another.

About CICA

The California In-Home Supportive Services Consumer Alliance (CICA) is a non-profit organization under the fiscal management of the Council On Aging of Silicon Valley. Our goal is to provide statewide support and communication on IHSS program issues to Advisory Committee and Governing Board members. As such, CICA provides training materials, updates on legislation and regulations and a networking opportunity for advancing and supporting the mandates of AB 1682 and to make the voice of the consumer heard and recognized.

Contact Information

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