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**DEPARTMENT OF SOCIAL SERVICES**  
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**DRAFT**

March XX, 2019

ALL-COUNTY INFORMATION NO. X-XX-XX

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

SUBJECT: CLARIFICATION OF FILING REQUIREMENTS OF SOC 2255  
AND SOC 2256 AND PAYMENT OF RETROACTIVE TRAVEL  
TIME COMPENSATION

REFERENCE: [ACL NO. 16-01 \(JANUARY 7, 2016\)](#)  
[ACIN NO. I-20-16 \(MARCH 14, 2016\)](#)

The purpose of this All-County Information Notice is to provide clarification regarding the completion and filing of the In-Home Supportive Services (IHSS) Program Provider Workweek and Travel Agreement (SOC 2255) and the IHSS Program Recipient and Provider Workweek Agreement (SOC 2256) based on the requirements set forth in All-County Letter (ACL) 16-01 (January 7, 2016).

### **Travel Claims**

As indicated in ACL 16-01, an IHSS provider must be paid for time spent travelling directly from the location where he/she provides services for one recipient to another location where he/she provides services for a different recipient on the same day. The SOC 2255 includes a section which documents the names and addresses of the recipients for whom he/she is providing services and the estimated travel time between the two locations. Without this information, payment for the travel time cannot be determined and processed. Therefore, if the SOC 2255 is not completed and submitted to the county IHSS office for processing, the provider cannot be paid for travel time which may be compensable.

Once the SOC 2255 is submitted to the county IHSS office, counties may accept travel claims, including retroactive claims for compensable travel conducted prior to the filing of the SOC 2255, as long as the travel claim is consistent with the information provided on the SOC 2255. The county should issue a Travel Claim Form (SOC 2275) for each time period the provider is eligible to receive travel time compensation and mail those documents to the provider for completion along with a red bar Travel Timesheet envelope.

## **Travel Time Compensation from a Provider's Home**

A provider who lives with a recipient for whom he/she provides authorized services can be compensated for travel time if he/she provides authorized services for the recipient he/she lives with and then travels to another location to provide authorized services for another IHSS recipient. If, after the provider has finished providing authorized services for that recipient, he/she travels back to his/her home to provide additional authorized services for the recipient with whom he/she lives, the provider can be compensated for the travel time from the second recipient's location back to his/her home.

**Example:** Richard, an IHSS provider, lives with Peter, an IHSS recipient for whom he works providing authorized services. He also works for Daniel, another IHSS recipient, who lives in another residence a half hour away. Richard helps Peter with ambulation, dressing, grooming, and meal preparation (breakfast) in the morning before driving to Daniel's house to provide authorized services for him. In the late afternoon, Richard returns to his own house to assist Peter with bathing and meal preparation (dinner). For the day, Richard can be compensated for one hour of travel time, a half hour for the travel time to Daniel's home and then a half hour for the travel time back to his home.

Although a provider can be compensated for travel whenever he/she travels from one location where he/she provides authorized services to another location where he/she provides authorized services, the provider must be aware that the purpose of the program is to provide authorized IHSS to recipients and that is vitally important to develop a work schedule so that the provider's time is spent providing necessary authorized IHSS to the recipients and not spent travelling between locations.

## **Updating of Workweek Agreements/Travel Schedule**

The SOC 2255 and SOC 2256 agreement forms were developed by the CDSS to adhere to Welfare and Institutions Code section 12300.4(b)(4)(A) which requires the provider to inform his/her recipient(s) of the number of hours he/she is available to work for that recipient, and to assist them in understanding how to set up work schedules within the 66 hour work week and 7 hour travel time limits.

Some recipients and providers have expressed concern over the cumbersome nature of the policy regarding the submission of the updated SOC 2255 and SOC 2256 forms due to the requirement for recipients and providers to submit the updated forms whenever a change in any provider's work or travel schedule occurs. In order to alleviate these

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concerns, the county should request an updated SOC 2255 only if there is a permanent change in circumstances which would affect the provider's travel hours. The SOC 2256 is not required unless the county determines that the recipient needs assistance in scheduling his/her authorized service hours in order to ensure that his/her needs are being met.

If you have any questions regarding this notice, please contact the Adult Programs Policy and Quality Assurance Branch, Policy and Operations Bureau at (916) 651-5350.

Sincerely,

***Original Document Signed By:***

DEBBI THOMSON  
Deputy Director  
Adult Programs Division