

May 7, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY INFORMATION NOTICE NO. 1-36-20**

The purpose of this All-County Information Notice (ACIN) is to remind counties of their specific responsibility to answer and respond to IHSS recipient and provider phone calls.



**KIM JOHNSON**  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



**GAVIN NEWSOM**  
GOVERNOR

May 7, 2020

ALL COUNTY INFORMATION NOTICE NO. 1-36-20

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

SUBJECT: COUNTY RESPONSIBILITY TO RESPOND TO AND ANSWER  
PHONE CALLS FROM IHSS RECIPIENTS AND PROVIDERS

REFERENCE: [ALL-COUNTY INFORMATIONAL NOTICE \(ACIN\) NO. I-05-19  
\(January 25, 2019\)](#)  
[ALL-COUNTY LETTER \(ACL\) NO. 13-53 \(June 26, 2013\)](#)  
[ALL-COUNTY LETTER \(ACL\) NO. 20-26 \(March 24, 2020\)](#)

The purpose of this All-County Information Notice (ACIN) is to provide guidance to counties regarding their responsibility to answer and respond to recipient and provider phone calls during the COVID-19 crisis and on an on-going basis.

## **BACKGROUND**

Counties have always been the first point-of-contact for inquiries from both recipients and providers in the In-Home Supportive Services (IHSS) program. Per ACIN I-05-19 and ACL 13-53, counties are responsible for responding to calls, informing and educating IHSS recipients and providers on IHSS program and payroll policies and requirements, and they are responsible for responding to questions that may arise in these areas. As the primary point of contact, counties should be making every effort to answer IHSS provider and recipient questions, including allocating staff to do so. ACL 20-26 provides guidance on how to prioritize workload during the COVID-19 crisis and directs counties to ensure that phone calls received from both providers and recipients are answered and/or returned as quickly as possible.

## COUNTY RESPONSIBILITIES

It has been noted that counties have not been responding to recipients and providers calls and/or have been inappropriately referring providers and recipients to the California Department of Social Services' (CDSS) IHSS Service Desk. Counties should not set-up their Integrated Voice Response (IVR) call options to route all payroll-related inquiries to the IHSS Service Desk; or, transfer or refer IHSS providers and recipients to the IHSS Service Desk for all payroll related questions. If this practice continues the CDSS will take steps to block calls coming to the IHSS Service Desk that have been automatically forwarded from County IVR's.

For county staff with Case Management, Information, and Payroll System (CMIPS) related questions and issues, counties should be opening tickets with the CMIPS Service Desk, and unresolved tickets should be escalated through the existing process. The CMIPS Service Desk is open Monday – Friday, 7:00 am – 6:00 pm.

If county staff require assistance with answering an IHSS program-related question, they should utilize the existing processes to submit their question to the appropriate area within the Adult Programs Division (APD) at CDSS.

The types of IHSS program related inquiries the counties are responsible for answering include but are not limited to:

- General payroll-related questions, which may include timesheet and payment status, as well as lost timesheets, requests for supplemental timesheets, initial timesheets, and replacement timesheets
- How to fill out a timesheet, including electronic timesheets
- Electronic Visit Verification (EVV) inquiries and questions
- Lost warrants, replacement warrants, stale dated warrants, and stop payment requests
- Change of address requests
- Any amount or entry on the timesheet or remittance advice (Hours, Hours Paid, Hours Remaining, Gross Amount Paid, Net Amount Paid, Tax, Deduction, Travel Timesheet and hours claimed, Sick Leave form and hours claimed, etc.)
- General information and case/provider specific information regarding overtime violations and disputes, including notification to a provider of findings
- Extraordinary Circumstances Exemptions (Exemption 2)
- W-2 questions, W-2 Correction, W-2 Duplicate, W-4/DE-4 requests
- Verification of employment
- Provider enrollment information, including eligibility status, fingerprint information, and other general questions about the provider enrollment process
- Recipient requests for information and inquiries about their case

- Passcode requests for recipients to approve timesheets over the phone.

## **IHSS SERVICE DESK RESPONSIBILITIES**

Beginning May 20, 2019, the IHSS Service Desk will no longer provide information about timesheet or payment status unless it has been more than 10 days since the timesheet has been submitted. The provider/recipient can access this information online 24 hours a day, at the Electronic Services Portal website.

The types of inquiries the IHSS Service Desk is responsible for answering include, but are not limited to:

- Sick Leave claim forms, as well as mailing and general information regarding sick leave rules
- Direct Deposit enrollment, cancellation status, and related general information
- Provider Live-In Certification (SOC 2298/2299) questions
- Wage garnishments
- Technical assistance with the Electronic Services Portal (ESP) and EVV enrollment, including account creation, navigation, password resets and device issues
- Technical assistance with the Telephone Timesheet System including registration, navigation, passcodes and device issues

The IHSS Service Desk is open Monday – Friday, 8:00 am – 5:00 pm.

Questions regarding the content of this ACIN may be directed to the Systems Operations and Data Analysis Bureau within the Adult Programs Divisions' CMIPS and System Enhancements Branch at [CMIPSII-Requests@dss.ca.gov](mailto:CMIPSII-Requests@dss.ca.gov).

Sincerely,

***Original Document Signed By:***

DEBBI THOMSON  
Deputy Director  
Adult Programs Division

c: CWDA