

Electronic Visit Verification (EVV)
California Stakeholder Engagement Plan
March 5, 2018

1. California EVV Stakeholder Engagement Vision Statement

The State intends to comply with federal law in a manner that respects recipients and providers, does not alter their Olmstead protections, and minimizes state costs relative to federal penalties. The State is committed to a thoughtful implementation process inclusive of stakeholders. The State has not decided how, or when, EVV will be implemented. Therefore, California will not be fully compliant with the federal implementation date of January 1, 2019.

This EVV Stakeholder Engagement Plan is intended to fully involve recipients, providers, stakeholders, counties and the Legislature as California explores options for the development and implementation of EVV.

2. Accessibility

CDSS is committed to ensuring all communications, meetings and materials are accessible to all stakeholders.

3. Stakeholder Engagement and Information Dissemination

- a) Develop and maintain a consolidated EVV stakeholder email list.
- b) Create a website to centralize access to information about EVV on the CDSS website: <http://www.cdss.ca.gov/inforesources/IHSS/EVV>.
- c) Provide an EVV email address/mailbox for information dissemination and stakeholder questions and comments: EVV@dss.ca.gov
- d) Establish an EVV postal address for stakeholder questions and comments:

CDSS/APD/EVV
744 P Street, MS 9-11-93
Sacramento, CA 95814

- e) Encourage interested stakeholders to sign up for the EVV stakeholder email list by postal mail or email.
- f) Convene and record regular EVV stakeholder meetings. Post recordings of the meetings on the CDSS [EVV website](#).
- g) Schedule small group listening sessions/conference calls.
- h) Develop and post a fact sheet and list of Frequently Asked Questions on the CDSS [EVV website](#).
- i) Develop PowerPoint slides and talking points for stakeholders to use when communicating to their constituents.
 - Provide 5-10 recipient/provider-focused slides that can be inserted in presentations with notes about EVV.
 - Develop a self-explanatory overview to accompany the informational slides.
- j) Disseminate information about EVV, the EVV website and stakeholder engagement process by:
 - Creating a timesheet stuffer for IHSS providers. Request providers share this information with their recipients;
 - Emailing providers and their recipients through the Electronic Timesheet System;
 - Requesting labor unions, advocacy organizations, associations, and others to distribute all informational notices and materials to recipients and providers via their distribution lists;
 - Requesting Regional Centers distribute information to impacted service providers and recipients; and
 - Disseminating monthly EVV updates to the EVV stakeholder email list and posting the updates on the CDSS [EVV website](#).
- k) Request labor and advocacy organizations, associations, counties, public authorities, and others to establish and share links from their websites to the CDSS [EVV website](#).

4. Engagement Timeline

October 12, 2017	First Stakeholder Meeting
October 19, 2017	Stakeholders Submit Comments on draft RFI
November 2, 2017	RFI Released
December 13, 2017	RFI Responses Received
	EVV Overview Presentation, CMS
January 10, 2018	Best Practices Guidance, CMS
March 9, 2018	Second Stakeholder Meeting
TBD	CMS FAQs and Information Bulletin
TBD	Future Stakeholder Meetings
	<i>Potential discussion topics:</i> concerns and desires, federal guidance and rulemaking if/when issued, meeting frequency, proposed approach and its budget / statute, system design and development, focus group and county piloting, training, and outreach

5. Stakeholder Engagement in EVV Development & Implementation for Self-Directed Models

Subject to stakeholder concurrence, the State could mirror the IHSS Electronic Timesheet System stakeholder engagement process for EVV development and implementation. The five-stage approach is as follows:

- Stage 1: Collect concerns and desires, then develop a prototype.
- Stage 2: Convene provider and recipient focus groups to demonstrate it, and receive feedback on usability and desired functions to inform ongoing prototype development.
- Stage 3: Present the prototype to legislative staff, labor unions, County Welfare Directors Association, Waiver Personal Care

Services providers and counties for feedback to inform ongoing prototype development.

Stage 4: Pilot the prototype in a county or counties to obtain recommendations for systems improvement.

Analyze all feedback and make system enhancements to ensure the system is user-friendly.

Stage 5: Conduct a phased rollout across the state, considering outreach and training for all involved.