Dear IHSS and WPCS recipients and providers,

The California Department of Social Services (CDSS) wants you to know about a new federal requirement for providers in the In-Home Supportive Services (IHSS) and Waiver Personal Care Services (WPCS) programs called Electronic Visit Verification (EVV). EVV will impact all IHSS and WPCS recipients and providers. We want to make sure you know how and where to find out more about EVV.

What is EVV?

- EVV is an electronic-based system that collects service delivery information including hours, location, type, and start/stop times of service. This information is collected through a secure website or a telephone (land-based or mobile) or a mobile application (“app”).
- EVV will eventually replace the current paper timesheet process for IHSS and WPCS providers. Recipients will also have to approve timesheets either online or by telephone.
- CDSS will make sure that the system is easy to use and accessible to all, training is provided to all recipients and providers, and a help desk is available to anyone who needs assistance.

When will California start using EVV?

- California plans to roll out EVV over the next several years.

How will EVV work?

- EVV will not change the amount of service hours, nor how or where you provide or receive services.
- EVV will not use geo-tracking or global positioning system (GPS) capabilities.
- Providers will not need to report multiple tasks nor check in and out multiple times a day.
- California is currently working to develop an EVV system by making changes to our existing Electronic Timesheet System (ETS) and Telephonic Timesheet System (TTS).
- We are committed to having recipients and providers test and pilot the system to make sure it is easy to use, each step along the way.

For more information and opportunities to get involved:

- Ask to be added to the CDSS EVV Stakeholder List:
  
  Email address: [evv@dss.ca.gov](mailto:evv@dss.ca.gov)
  
  Mailing address: CDSS/APD/EVV, 744 P Street, M.S. 9-11-93, Sacramento, CA 95814