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## IHSS RECIPIENTS NOTICE OF NEW TIMESHEETS PLEASE KEEP FOR FUTURE USE

As of \_\_\_\_\_ the IHSS program in your county will be getting a new payroll system that will use a New IHSS Timesheet. Your provider will be receiving the New IHSS Timesheet with their paycheck (a sample of the New Timesheet is enclosed). This notice gives you information about the New Timesheet. It is important that the timesheet be completed correctly so that your provider is paid correctly and on time. Please read and follow the instructions in this notice.

**Where New Timesheets are Processed for Payment:** New Timesheets will be processed at a Timesheet Processing Facility (TPF) in Chico, California. **They will NOT be processed at the county IHSS office. Your provider MUST mail all New Timesheets to the Chico facility.**

The envelope your provider receives with the New Timesheet will have the TPF address printed on it. The TPF address is also on the back of the New Timesheet if the envelope is lost. Your provider **MUST NOT** mail or drop the New Timesheet at any county IHSS office. This will cause a **DELAY** in receiving their paycheck. Old-style timesheets should still be sent to the county IHSS payroll office.

**What to Send to the Timesheet Processing Facility (TPF):** Send **ONLY** the timesheet to the TPF. **Do not send any other documents to the TPF.** The TPF will **NOT** process any other information. If you or your provider sends other information it will **DELAY** your county receiving this information. If you have other information to report to the IHSS program, send it to your county IHSS office – **Do not mail it to the TPF.**

**When to Send Timesheets:** Timesheets should be sent to the TPF promptly at the end of each pay period. There are two pay periods each month.

- The first pay period ends on the 15th of the month and the second pay period ends on the last day of the month. If your provider sends their timesheet in early it will either be rejected for payment or held until the end of the pay period.
- If time is claimed after the date the timesheet is received, it will be rejected for payment. For example, if the timesheet is received at the TPF on the 10th of the month and hours are entered on the timesheet for the 14th of the month, it will be rejected for payment. Your provider will have to get another timesheet from the county IHSS payroll office, fill it out and have it signed and then send it to the TPF.
- If time is not claimed after the date the timesheet is received it will be held until the end of the pay period to be processed. For example, if the timesheet is received at the TPF on the 10th of the month but no hours are entered on the timesheet after the 10th of the month, the timesheet will be held until the end of the pay period to be processed.
- If your provider stops working for you, the county IHSS office **MUST immediately** be notified of the provider's work end date. Their timesheet may then be submitted on the last day they work and it will be processed as soon as it is received.

**How Your Provider(s) Claims Time Worked:** On the New Timesheet, your provider writes the time they worked in **hours and minutes** each day. Your provider no longer needs to change minutes to decimals. For example, if they work 4 hours and 45 minutes they would enter 4 in the “Hours” boxes and 45 in the “Minutes” boxes (see example on enclosed sample Pay Stub).

**What Time Your Provider(s) can Claim:** You are authorized hours for specific domestic and related and personal care services. The IHSS program only pays for authorized hours and services. Your provider(s) can only be paid for time spent performing authorized services. You or your representative is responsible for scheduling these services to ensure your needs are met throughout the month. The total hours claimed each month for all your providers cannot be more than your total monthly authorized hours. If you have multiple providers you will have to set a schedule for each so that the total of all their hours does not exceed your monthly authorized hours.

**If too many of your authorized hours are used during the first pay period, your needs may not be met during the rest of the month.** Provider timesheets claiming too many of your hours in the first pay period will be reviewed and you or your provider may be contacted to discuss the hours being claimed. This may **DELAY** your provider’s paycheck.

**Completing the New Timesheet:** Your provider **MUST** use black ink to complete the timesheet; **MUST NOT** use pencil; **MUST NOT** fold the timesheet; and **MUST NOT** write anything on the timesheet except time worked (hours and minutes), signature and date.

**Signing and Dating New Timesheet:** You or your representative are responsible for reviewing your provider’s timesheet before you sign it to ensure it is claiming the correct hours. **DO NOT** sign an incorrect or blank timesheet. The new timesheets must be signed and dated on the back side by both you and your provider. Timesheets submitted without both signatures will be rejected for payment. Another timesheet will have to be completed. This will create a **DELAY** for your provider receiving their paycheck.

**How to Report a Provider’s Change of Address:** If your provider moves, they **MUST immediately** complete a change of address form that they can get from and return to the county IHSS payroll office. IHSS paychecks will **not** be forwarded by the post office. If the payroll system does not have the provider’s correct address, their paycheck will be returned to the State Controller’s Office as undeliverable.

**KEEP THIS NOTICE FOR USE IN COMPLETING THE NEW TIMESHEET.**

**CONTACT THE COUNTY IHSS PAYROLL OFFICE IF YOU HAVE QUESTIONS OR NEED ASSISTANCE COMPLETING THE NEW TIMESHEET.**